

Architects
Automotive Mechanics
Billing, Cost & Rate Clerks
Broadcast Technicians
Computer Engineers
Data Entry Keyers
Drafters
Food Preparation
Workers
Food Service Managers
Hotel Desk Clerks
Kindergarten Teachers
Plumbers, Pipefitters
& Steamfitters
Preschool Teachers
Printing Press Machine Operators
Radiologic Technologists, Diagnostic

Occupational Outlook



Receptionists & Information Clerks
Reservation & Transportation Ticket
Agents
Salespersons, Parts
Salespersons, Retail
Secondary School
Teachers
Secretaries, Medical
Stock Clerks, Sales Floor
Stock Clerks, Stockroom, Warehouse,
Storage Yard
Traffic, Shipping & Receiving Clerks
Typists

San Francisco

*A product of the California Cooperative
Occupational Information System*

Sponsored by:

Private Industry Council of San Francisco, Inc.

*California Employment Development
Department*

*California Occupational Information
Coordinating Committee*

1995

Occupational Outlook

San Francisco

WINTER 1995

A Product of the
California Cooperative Occupational Information System

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California Employment Development Department
California Occupational Information Coordinating Committee

For More Information:
Private Industry Council of San Francisco, Inc.
745 Franklin Street, Suite 400, San Francisco, CA 94102-3228
415/931-7460 Fax/931-7590 TDD/749-7403

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The Employers

Who took their valuable time to answer over 375 surveys.

Project Staff

Private Industry Council of San Francisco, Inc.

Gary Fitschen, Chairman

Steve Arcelona, President

Greg Marutani, Vice President of Administration

Robert Blanchard, Program Coordinator

Amparo Graham, Data Researcher

Molly Rosenfeld, Data Researcher

Mary Fernandez, Office Manager

Glen Nethercut, Graphic Designer & Layout

Labor Market Information Division Staff

Employment Development Department

Tré Braun, Research Analyst

Peter Paul, Research Manager

Other Resources

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INTRODUCTION

The labor market information presented in this report was collected through the cooperative efforts of the Private Industry Council of San Francisco and the Labor Market Information Division of the State of California Employment Development Department as part of the California Cooperative Occupational Information System (CCOIS). The goal of the CCOIS is to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. This is the fifth year that the Private Industry Council of San Francisco has participated in the CCOIS program.

This report contains summaries of 25 newly surveyed occupations. The occupational data are based upon confidential surveys conducted with over 375 employers in San Francisco County during the fall of 1995.

The occupational information in the report can be used by a variety of organizations and individuals for many different purposes. Some possible uses include:

Career Decisions: Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

Program Planning: This report provides local planners and administrators with employment and training information as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design: Training providers can assess and update their curriculum based on current

employer needs and projected trends, as indicated in this report.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool (such as occupational size, expected growth rates, and wages) useful in determining the potential for business growth and development in the County's labor market area.

Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

This report is intended to be used as a good reference to base and support these and many other decisions. For further information, please contact the Labor Market Information Unit of the Private Industry Council of San Francisco.

PROGRAM METHODS

Each year, a minimum of 25 occupations are selected for survey research. Employer samples and questionnaires are developed, surveys are conducted with employers, and the resulting data are compiled, analyzed and summarized in a report which is disseminated to users in San Francisco and throughout California. The following is a summary of the methodology used:

Selection of Occupations

Occupational projection tables prepared by the Employment Development Department (EDD) were reviewed. These tables provided past and expected future employment trends and projected job growth rates for occupations in San Francisco County. Based upon this information, a preliminary list of occupations was developed. This list was then reviewed by staff from vocational programs, educational institutions, labor unions, economic development organizations, employers, the Greater Avenues for Independence (GAIN) program, and the Private Industry Council of San Francisco (PIC). These and other users of labor market information were also invited to the PIC's annual community meeting where further comments were solicited. From the input of these representatives and the PIC staff, a final list of occupations for survey was developed.

Definition of Occupations

An occupation is defined as the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method of categorizing occupations used in the CCOIS program is the Occupational Employment Statistics (OES) classification system, developed by the Bureau of Labor Statistics (BLS), U.S. Department of Labor. The OES classification system is used by the BLS to study nationwide staffing patterns within industries; it contains approximately 750 occupational categories and can be linked to a more detailed BLS classification system, the *Dictionary of Occupational Titles*, that contains around 12,000 occupations.

Survey Sample Selection

Survey samples were developed for each of the 25 occupations to be surveyed for 1995. A considerable amount of time was invested to ensure that the samples would be representative in terms of the types of industries and size of employers included in the survey. EDD staff, using detailed databases, developed an initial sample of employers for each of the occupations. The samples were then carefully reviewed by PIC staff and employers were added or deleted in order to obtain a final sample of at least 30 employers per occupation (or as many as could be identified, if fewer than 30).

Questionnaire Development

Separate questionnaires were developed for each of the survey occupations. EDD developed a framework of questions to be asked for each occupation. These questions were then reviewed by PIC staff, and additional skill questions specific to the occupation were added.

Survey Procedures

Questionnaires along with a cover letter explaining the goals and objectives of the CCOIS program were mailed to all employers included in the survey sample. Employers were given a two-week "window" period in which to respond. Those who did not respond within that time were called directly in an effort to obtain the information through telephone interviews.

Response goals were set for each occupation based upon the sample size. For a standard-sized sample of 30 employers, the response goal was 50 percent or at least 15 completed questionnaires. For a smaller-sized sample, the response goal was a higher rate. Response goals were also set in terms of industry representation and occupational employment totals.

As part of the survey process, PIC staff members also conducted interviews with labor market intermediaries, including representatives from labor unions, apprenticeship programs, professional associations, and vocational education and training providers to obtain supplemental occupational information.

Tabulation & Results

Completed questionnaires were entered into a database using customized software developed by EDD and summary tabulations were produced. Using the tabulations and other information gathered from intermediary sources, the data were analyzed and final occupational summaries were prepared by PIC staff. Each occupational summary provides information on training and hiring requirements, labor demand, employment trends, wages and fringe benefits, and other miscellaneous information. Specific employer information is and always will remain strictly confidential.

EXPLANATION OF OCCUPATIONAL SUMMARY SECTIONS/TERMS

Occupational Title, OES Code & Definition
Occupations are presented alphabetically according to the Occupational Employment Statistics (OES) classification system. The titles, definitions, and corresponding codes are taken from the *California OES Dictionary*, published by the State of California, Employment Development Department, July 1993; this is a modified version of the *OES Dictionary*, published by the U.S. Department of Labor, Bureau of Labor Statistics.

Occupational Skills & Abilities

This section lists a variety of technical, physical, personal, and basic skills rated as important for job entry. The data are based upon survey results, information obtained from labor market intermediaries, and other labor market information sources.

Training, Experience & Other Requirements

This section lists licensing, certification, or registration requirements (if any), training and experience prerequisites, and other qualifications, including education levels of recent hires. Key descriptive terms used in this and other sections of the occupational summaries are:

Most — More than 50 percent of survey respondents

Many — 35 to 50 percent of survey respondents

Some — 10 to 34 percent of survey respondents

Few — Fewer than 10 percent of survey respondents

Supply & Demand Assessment

This section assesses the relative difficulty employers report in finding qualified applicants for both entry-level and experienced positions. The following terms are used to classify occupational supply/demand in the County:

Great difficulty — Demand is considera-

bly greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Some difficulty — Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Little difficulty — Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

No difficulty — Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Employment Statistics & Trends

Occupation Size: This term refers to the estimated number of workers employed in an occupation relative to total non-agricultural employment in the County for 1992 (526,500 workers); this estimate does not include those who are self-employed. Occupational size is classified according to the following scale:

Small — Less than 800 employed (less than .15 percent of total employment)

Medium — Between 800 and 1,575 employed (between .15 to .29 percent of total employment)

Large — Between 1,575 and 3,425 employed (between .30 to .64 percent of total employment)

Very Large — Over 3,425 employed (65 or more percent of total employment)

1992 Estimated Employment: This term represents the estimated number of workers in an occupation.

Projected Job Growth: This term describes the expected occupational growth rate in San Francisco County from 1992-99. The projections are based upon data contained in the State of California Employment Development Department (EDD) report, *Projections and Planning*

Information (San Francisco County). Please be advised that the projections are based upon historical data, long term trends, and the assumption that these trends will continue; given changing economic conditions, readers should supplement this data with other labor market information sources before drawing conclusions.

Occupation Growth: According to the EDD report, the average expected growth rate for all occupations in the County during 1990 is 2.5 percent. The terms used to describe projected occupational growth rates are as follows:

Much Faster Than Average — 1.50 times average or more

Faster Than Average — 1.10 to 1.49 times average

Average — .90 to 1.09 times average

Slower Than Average — Less than .90 times average

Stable — No growth projected

Decline — Negative growth projected

It is important to recognize that for most occupations a greater number of job openings occur as a result of workers changing occupations or leaving the labor force than are created by actual job growth.

Wages

This section serves as a guide for comparing salaries of one occupation with another and to indicate an approximate salary range for each occupation. In most cases, extreme values were excluded to allow for a more representative wage range. The wage data is shown graphically

for three skill and experience levels and, if substantially different, were differentiated into union and nonunion, or industry segment categories. The wage data are not intended to represent official prevailing wages, and using them for wage and salary administration is discouraged.

Hours

This section identifies a range or average number of hours that full-time, part-time, temporary and/or on-call employees may work in the occupation.

Fringe Benefits

This section lists the percentage of employers offering various fringe benefits to full-time and part-time workers. Benefits to part-time workers are not provided when there are relatively few part-time workers in the occupation.

Recruitment Methods

This section lists the major sources that employers use to recruit their employees.

Major Employing Industries

This section identifies the major employing industries for the occupation. The industries are ranked by occupational size, from those employing the largest number of people in the occupation to those employing the least. The data are based upon the distribution of employers included in the survey sample.

Other Sources of Information

EDD routinely prepares more detailed California Occupational Guides for many occupations. If a particular guide is available for an occupation, then the guide's number is provided.

Architects, Except Landscape & Marine

OES 223020

Architects plan and design structures, such as private residences, office buildings, theaters, factories, and other structural property. The occupation does not include Marine and Landscape Architects.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Computer assisted design (CAD) skills
Knowledge of building materials and construction methods
Ability to use word processing applications

Personal or Other Skills:

Creativity
Ability to work under pressure
Organizational skills
Ability to work as part of a team
Ability to maintain good customer relations

Basic Skills:

Ability to write effectively

Training, Experience & Other Requirements

Licensing:

Architects are required to have a California license. Applicants must have at least eight years of education and/or work experience and pass a written and oral examination.

Training & Education:

Most recent hires have a bachelor's degree; some have a graduate degree.

Experience:

Most employers require three to eight years experience as an Architect.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

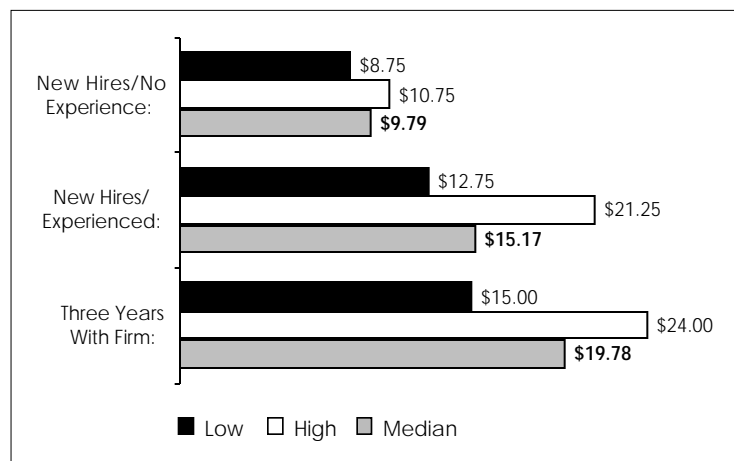
Employment Statistics & Trends

| | |
|-------------------------------|--------------------------|
| Occupation Size: | Medium |
| 1992 Estimated Employment: | 1,180 |
| Projected Job Growth 1992-99: | 5.9% |
| Occupation Growth: | Much Faster Than Average |

Number of firms responding to survey: 16

Architects, Except Landscape & Marine (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40-45 hours/week. There are also a few part-time and temporary/on-call opportunities, averaging 14 hours/week and 40 hours/week, respectively.

Fringe Benefits

| | Full-time | Part-time |
|--------------------|-----------|-----------|
| Paid Vacation: | 94% | 0% |
| Paid Sick Leave: | 94% | 0% |
| Retirement Plans: | 75% | 0% |
| Medical Insurance: | 94% | 33% |
| Dental Insurance: | 63% | 33% |
| Vision Insurance: | 44% | 0% |
| Life Insurance: | 63% | 0% |
| Child Care: | 6% | 0% |

No. firms responding: 16/16 3/3

Recruitment Methods

| | |
|----------------------------------|-----|
| Current Employees' Referrals: | 87% |
| In-house Promotions/Transfers: | 80% |
| Unsolicited Applicants: | 60% |
| Newspaper Advertisements: | 40% |
| Professional Associations: | 40% |
| Private Employment Agencies: | 20% |
| Public School/Program Referrals: | 20% |

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Architectural Services
- Engineering Services
- Government Agencies

Other Sources of Information

- California Occupational Guide No. 210 (1995)

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. The occupation does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to diagnose the source of a problem quickly and accurately
- Ability to operate electronic automotive diagnostic equipment
- Knowledge of automotive theory
- Knowledge of electronics
- Ability to implement safe work practices
- Possession of own hand tools

Personal or Other Skills:

- Reliability

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills
- Basic math skills

Training, Experience & Other Requirements

Licensing:

Automotive Mechanics can be licensed as Smog Check Technicians by the State Bureau of Automotive Repair (BAR). There are three categories of licenses (intern, basic, & advanced). The entry-level, intern license, allows a mechanic to make adjustments/ repairs to emission control systems under the direction of a supervising technician. Applicants for the intern license must have at least one year of engine performance experience or one semester of related course work from an approved school (or an equivalent combination of each) and successfully complete the BAR's Clean Air Car course. The other two licensing categories require additional experience/education and a written examination. The Smog Check Technician license is preferred or required by many employers.

Certification:

Automotive Mechanics can become certified as Automotive Service Excellence (ASE) Technicians through the National Institute for Automotive Service Excellence. Applicants must pass one or more specialty examinations and have at least two years of automotive repair experience. ASE certification is preferred by some employers.

Number of firms responding to survey: 16

Automotive Mechanics (cont.)

Training & Education:

Most recent hires have a high school diploma or equivalent. Formal training is available through public and private schools and a union-sponsored apprenticeship program. Applicants for the apprenticeship program, which combines four years of classroom study with on-the-job training, must have a high school diploma or equivalent, a valid California driver's license, be at least 18 years old, and pass a written aptitude test.

Experience:

Most employers require 12-54 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty finding* inexperienced applicants.

Experienced:

Employers reported *some difficulty finding* experienced applicants.

Employment Statistics & Trends

| | |
|-------------------------------|---------------------|
| Occupation Size: | Medium |
| 1992 Estimated Employment: | 1,370 |
| Projected Job Growth 1992-99: | 3.6% |
| Occupation Growth: | Faster than Average |

Fringe Benefits

| | Full-time |
|--------------------|-----------|
| Paid Vacation: | 100% |
| Paid Sick Leave: | 57% |
| Retirement Plans: | 57% |
| Medical Insurance: | 86% |
| Dental Insurance: | 86% |
| Vision Insurance: | 71% |
| Life Insurance: | 57% |
| Child Care: | 7% |

No. firms responding: 14/16

Recruitment Methods

| | |
|------------------------------------|-----|
| Newspaper Advertisements: | 60% |
| Current Employees' Referrals: | 60% |
| In-house Promotions/Transfers: | 40% |
| Employment Development Department: | 33% |
| Private School Referrals: | 27% |
| Public School/Program Referrals: | 27% |
| Unsolicited Applicants: | 20% |

Public agencies also use civil service announcements.

Major Employing Industries

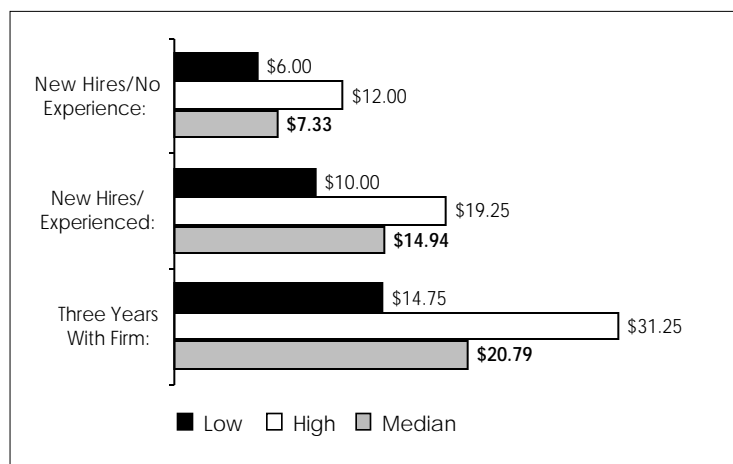
Ranked by occupational size

- Automobile Repair Shops
- Automobile Dealers
- Gasoline Service Stations
- Government Agencies

Other Sources of Information

- California Occupational Guide No. 24 (1992)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40 hours/week. There are also a few part-time opportunities, averaging 22 hours/week.

Wages

Union apprentices start at 50 percent of the journey-level rate and gradually increase to the full journey-level rate (approximately \$22.75/hour) after four years.

Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, and shipment of goods, posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating, and bookkeeping machines. The occupation does not include workers whose primary duty is the operation of special office machines such as billing, posting, and calculating machines or who calculate charges for passenger transportation.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to follow billing procedures
- Data entry skills
- Record keeping skills
- Telephone answering skills
- Bookkeeping skills
- Ability to operate a 10-key adding machine by touch
- Alphabetic and numeric filing skills
- Ability to use a computer, including word processing and spreadsheet applications

Physical Skills:

- Ability to sit continuously for two or more hours

Personal or Other Skills:

- Ability to pay attention to detail
- Organizational skills
- Ability to work as part of a team
- Ability to work independently

Basic Skills:

- Oral communication skills
- Ability to write effectively
- Basic math skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have an associate or bachelor's degree.

Experience:

Employers usually require 6-24 months experience as a Billing or Accounting Clerk, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

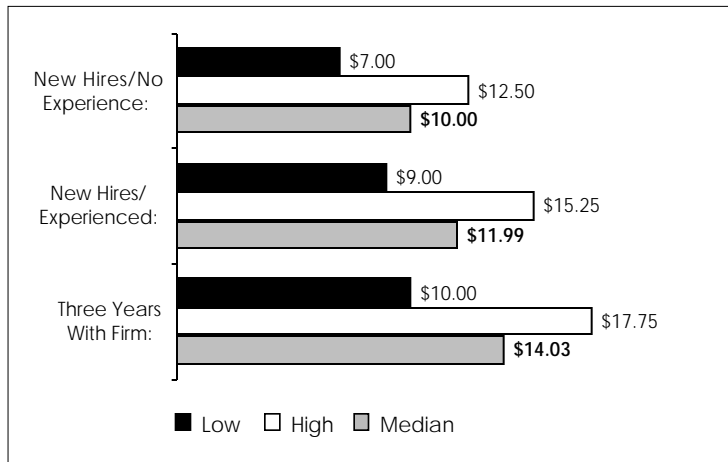
Employment Statistics & Trends

| | |
|-------------------------------|---------|
| Occupation Size: | Large |
| 1992 Estimated Employment: | 1,640 |
| Projected Job Growth 1992-99: | -3.0% |
| Occupation Growth: | Decline |

Number of firms responding to survey: 15

Billing, Cost & Rate Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40 hours/week.

Fringe Benefits

| | Full-time |
|--------------------|-----------|
| Paid Vacation: | 100% |
| Paid Sick Leave: | 93% |
| Retirement Plans: | 87% |
| Medical Insurance: | 100% |
| Dental Insurance: | 100% |
| Vision Insurance: | 73% |
| Life Insurance: | 93% |
| Child Care: | 0% |

No. firms responding: 15/15

Recruitment Methods

| | |
|------------------------------------|-----|
| Newspaper Advertisements: | 79% |
| In-house Promotions/Transfers: | 64% |
| Current Employees' Referrals: | 50% |
| Private Employment Agencies: | 50% |
| Public School/Program Referrals: | 21% |
| Employment Development Department: | 14% |
| Unsolicited Applicants: | 14% |

Major Employing Industries

Ranked by occupational size

- Dental & Medical Offices
- Acute Care Hospitals
- Law Offices
- Advertising Agencies
- Hospital & Medical Service Plans

Other Sources of Information

- California Occupational Guide
N/A

Broadcast Technicians set up, operate, and maintain the electronic equipment used to transmit radio and television programs. They control audio equipment to regulate volume level and quality of sound during radio and television broadcasts. They operate radio transmitters to broadcast radio and television programs. In most cases, an FCC first class operator's license is required for this occupation.* Audio, Video and Transmitter Operators, Control Room Technicians, and Master-Control Engineers are a few typical Broadcast Technicians occupations.

* As of October 1995, the FCC no longer requires a license for this occupation.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to operate control room and studio equipment
- Ability to install, maintain and repair electronic broadcasting equipment
- Problem solving skills
- Record keeping skills
- Ability to use a computer

Physical Abilities:

- Good color perception

Personal or Other Skills:

- Ability to perform precision work
- Ability to work under pressure
- Adaptability
- Ability to interact well with others
- Valid driver's license
- Willingness to work nights, weekends, and holidays

Basic Skills:

- Oral communication skills
- Ability to write effectively
- Basic math skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a high school diploma or equivalent or a bachelor's degree; some have a college background, but no degree.

Experience:

Employers usually require 12-54 months of related experience, but sometimes will accept training as a substitute for experience. Television (and some radio) stations usually hire Technicians on a temporary/on-call basis and promote them from within to permanent positions.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

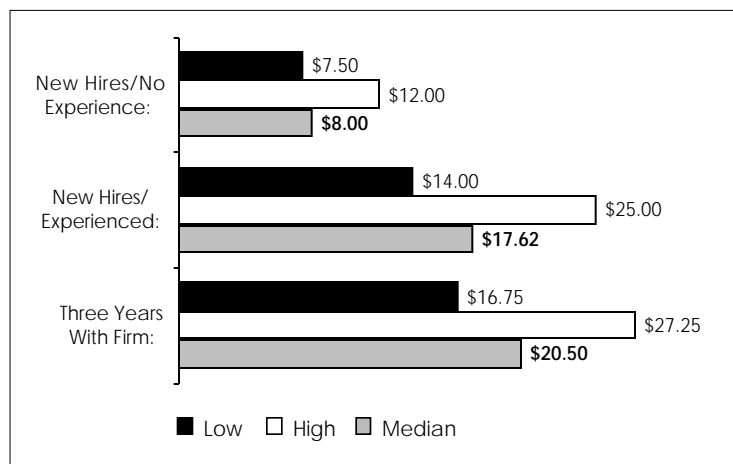
Employment Statistics & Trends

| | |
|-------------------------------|---------|
| Occupation Size: | Small |
| 1992 Estimated Employment: | 520 |
| Projected Job Growth 1992-99: | -7.7% |
| Occupation Growth: | Decline |

Number of firms responding to survey: 14

Broadcast Technicians (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40-45 hours/week. There are also some part-time and temporary/on-call opportunities, averaging 21 hours/week and 12 hours/week, respectively.

Fringe Benefits

| | Full-time | Part-time |
|--------------------|-----------|-----------|
| Paid Vacation: | 100% | 22% |
| Paid Sick Leave: | 100% | 22% |
| Retirement Plans: | 83% | 22% |
| Medical Insurance: | 92% | 22% |
| Dental Insurance: | 83% | 22% |
| Vision Insurance: | 33% | 0% |
| Life Insurance: | 75% | 22% |
| Child Care: | 0% | 0% |

No. firms responding: 13/14 8/9

Recruitment Methods

| | |
|------------------------------------|-----|
| Public School/Program | |
| Referrals: | 62% |
| Current Employees' Referrals: | 62% |
| Employment Development Department: | 54% |
| In-house Promotions/Transfers: | 46% |
| Private School Referrals: | 38% |
| Newspaper Advertisements: | 31% |
| Industry Referrals: | 23% |
| Union Hall Referrals: | 15% |

Major Employing Industries

Ranked by occupational size

- Radio & Television Broadcasting Stations

Other Sources of Information

- California Occupational Guide No. 359 (1990)

Computer Engineers

OES 221270

Computer Engineers analyze data processing requirements to plan EDP systems to provide system capabilities required for projected work loads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to write detailed technical instructions
- Ability to write documentation of computer procedures
- Ability to design and develop computer software systems
- Ability to analyze, plan, and design computer hardware systems
- Troubleshooting skills
- Knowledge of microcomputer and minicomputer operating and networking systems
- Ability to use recent programming languages, e.g., C++
- Ability to use word processing, spreadsheet, and database applications

Personal or Other Skills:

- Ability to handle multiple priorities
- Ability to pay attention to detail
- Ability to work as part of a team
- Ability to maintain good customer relations

Basic Skills:

- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

All recent hires have a bachelor's degree.

Experience:

Most employers require 18-60 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

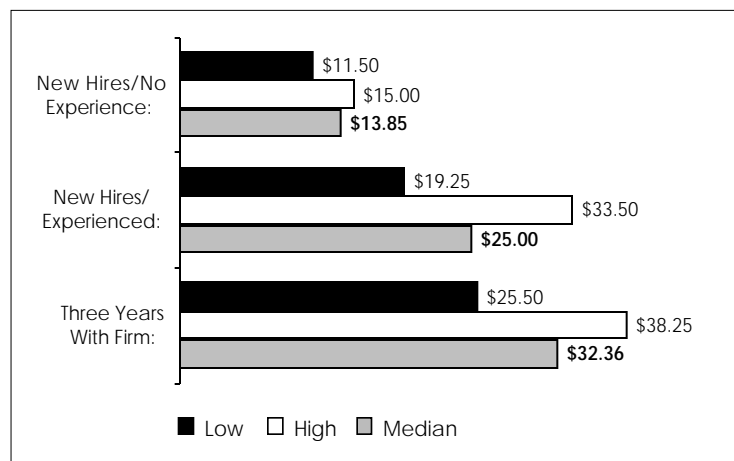
Employment Statistics & Trends

| | |
|-------------------------------|--------------------------|
| Occupation Size: | Small |
| 1992 Estimated Employment: | 760 |
| Projected Job Growth 1992-99: | 11.8% |
| Occupation Growth: | Much Faster Than Average |

Number of firms responding to survey: 15

Computer Engineers (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40-45 hours/week. There are also a few temporary/on-call opportunities, averaging 43 hours/week.

Fringe Benefits

| | Full-time |
|--------------------|-----------|
| Paid Vacation: | 80% |
| Paid Sick Leave: | 80% |
| Retirement Plans: | 87% |
| Medical Insurance: | 100% |
| Dental Insurance: | 100% |
| Vision Insurance: | 93% |
| Life Insurance: | 93% |
| Child Care: | 13% |

No. firms responding: 15/15

Recruitment Methods

| | |
|--------------------------------|-----|
| Newspaper Advertisements: | 93% |
| Private Employment Agencies: | 73% |
| Current Employees' Referrals: | 53% |
| In-house Promotions/Transfers: | 27% |
| Internet: | 13% |

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Computer Programming Services
- Computer Consulting Services
- Data Preparation & Processing Services
- Government Agencies

Other Sources of Information

- California Occupational Guide
N/A

Data Entry Keyers, Except Composing

OES 560170

Data Entry Keyers, except Composing, operate keypunch or key entry devices to prepare data processing input materials on cards, disk, or tape. Their duties include machine entry recording.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to key at least 10,000 strokes per hour
Ability to type at least 45 w.p.m.
Ability to operate a numeric 10-key pad by touch
Proofreading skills
English grammar, spelling, and punctuation skills
Ability to use a computer

Physical Abilities:

Ability to sit continuously for two or more hours

Personal or Other Skills:

Ability to perform routine, repetitive work
Willingness to work evenings, nights, and weekends

Basic Skills:

Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Most recent hires who work for temporary agencies have a bachelor's degree; a few have a high school diploma or equivalent. Most permanent employees have some college background; some have a high school diploma or equivalent.

Experience:

Employers usually require 6-24 months experience as a Data Entry Keyer, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *no difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

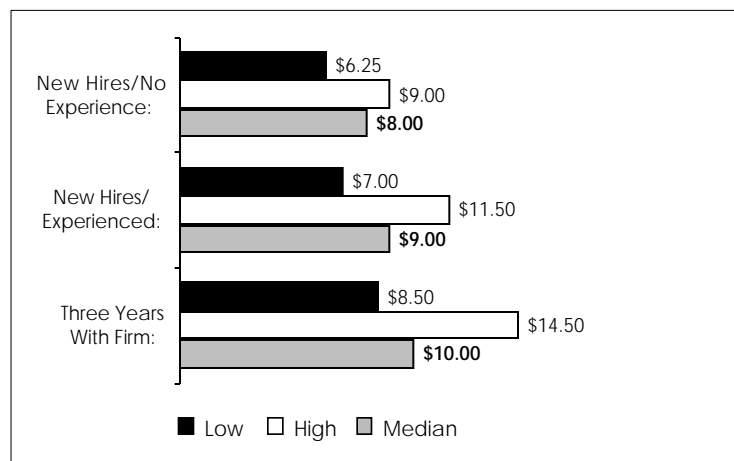
Employment Statistics & Trends

| | |
|-------------------------------|---------|
| Occupation Size: | Large |
| 1992 Estimated Employment: | 2,870 |
| Projected Job Growth 1992-99: | -14.6% |
| Occupation Growth: | Decline |

Number of firms responding to survey: 15

Data Entry Keyers, Except Composing (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40 hours/week. Part-time and temporary/on-call workers average 23 hours/week.

Fringe Benefits

| | Full-time |
|-----------------------|------------------|
| Paid Vacation: | 100% |
| Paid Sick Leave: | 100% |
| Retirement Plans: | 82% |
| Medical Insurance: | 100% |
| Dental Insurance: | 100% |
| Vision Insurance: | 73% |
| Life Insurance: | 73% |
| Child Care: | 18% |
| No. firms responding: | 11/15 |

Recruitment Methods

| | |
|------------------------------------|-----|
| Newspaper Advertisements: | 53% |
| Current Employees' Referrals: | 53% |
| Employment Development Department: | 33% |
| Unsolicited Applicants: | 33% |
| In-house Promotions/Transfers: | 27% |
| Private School Referrals: | 27% |
| Public School/Program Referrals: | 27% |

Major Employing Industries

Ranked by occupational size

- Banks
- Temporary Employment Agencies
- Data Preparation & Processing Services
- Hospital & Medical Service Plans

Other Sources of Information

- California Occupational Guide No. 16 (1992)

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Computer assisted design (CAD) skills
- Freehand drawing skills
- Mechanical drawing skills
- Knowledge of building materials and construction methods
- Knowledge of geometry and trigonometry

Physical Abilities:

- Ability to sit continuously for two or more hours

Personal or Other Skills:

- Ability to perform precision work

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills
- Basic math skills
- Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Most recent hires have an associate degree; some have a bachelor's degree.

Experience:

Employers usually require 12-42 months experience as a Drafter, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

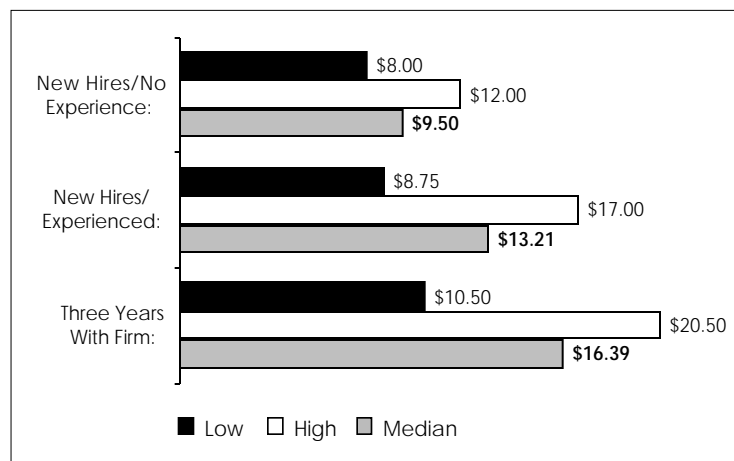
Employment Statistics & Trends

| | |
|-------------------------------|---------------------|
| Occupation Size: | Medium |
| 1992 Estimated Employment: | 1,310 |
| Projected Job Growth 1992-99: | 3.1% |
| Occupation Growth: | Faster Than Average |

Number of firms responding to survey: 16

Drafters (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40 hours/week. There are also some temporary/on-call opportunities, averaging 31 hours/week and a few part-time opportunities, averaging 24 hours/week.

Fringe Benefits

| | Full-time |
|--------------------|-----------|
| Paid Vacation: | 100% |
| Paid Sick Leave: | 94% |
| Retirement Plans: | 94% |
| Medical Insurance: | 94% |
| Dental Insurance: | 81% |
| Vision Insurance: | 50% |
| Life Insurance: | 56% |
| Child Care: | 19% |

No. firms responding: 16/16

Recruitment Methods

| | |
|------------------------------------|-----|
| Newspaper Advertisements: | 53% |
| Current Employees' Referrals: | 47% |
| Unsolicited Applicants: | 47% |
| Public School/Program Referrals: | 40% |
| In-house Promotions/Transfers: | 27% |
| Professional Associations: | 27% |
| Employment Development Department: | 20% |
| Private Employment Agencies: | 13% |

Major Employing Industries

Ranked by occupational size

- Architectural Services
- Engineering Services
- Drafting Services

Other Sources of Information

- California Occupational Guide No. 338 (1995)

Food Preparation Workers

OES 650380

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Basic food handling and preparation skills
Knowledge of a sanitary work environment

Physical Abilities:

Ability to stand continuously for two or more hours

Personal or Other Skills:

Ability to work as part of a team
Ability to work under pressure
Good grooming skills
Willingness to work evenings, weekends, and holidays

Basic Skills:

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a high school diploma or equivalent; many others have not completed high school.

Experience:

Employers usually require 6-12 months experience as a Food Preparation Worker, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Employment Statistics & Trends

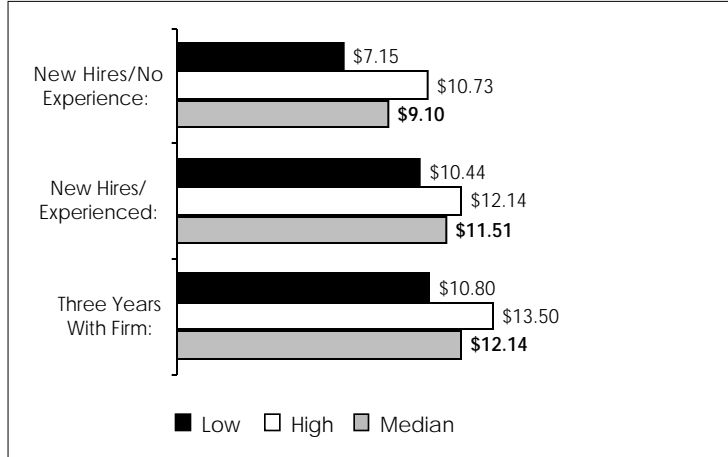
| | |
|-------------------------------|--------------------------|
| Occupation Size: | Very Large |
| 1992 Estimated Employment: | 7,390 |
| Projected Job Growth 1992-99: | 9.3% |
| Occupation Growth: | Much Faster Than Average |

Number of firms responding to survey: 15

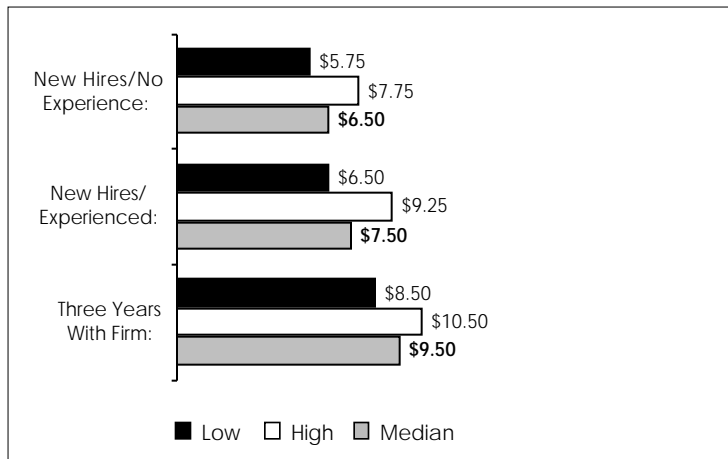
Food Preparation Workers (cont.)

Hourly Wages: Low, High & Median (Fall 1995)

Union



Non-Union



Hours

Full-time employees work 35-40 hours/week. Part-time and temporary/on-call workers average 21 hours/week and 13 hours/week, respectively.

Fringe Benefits

| | Full-time | Part-time |
|--------------------|-----------|-----------|
| Paid Vacation: | 100% | 33% |
| Paid Sick Leave: | 100% | 33% |
| Retirement Plans: | 60% | 22% |
| Medical Insurance: | 100% | 22% |
| Dental Insurance: | 93% | 22% |
| Vision Insurance: | 60% | 22% |
| Life Insurance: | 60% | 0% |
| Child Care: | 0% | 0% |

No. firms responding: 15/15 9/9

Recruitment Methods

| | |
|------------------------------------|-----|
| Current Employees' Referrals: | 93% |
| In-house Promotions/Transfers: | 60% |
| Unsolicited Applicants: | 53% |
| Newspaper Advertisements: | 47% |
| Union Hall Referrals: | 40% |
| Employment Development Department: | 27% |
| Private School Referrals: | 27% |
| Public School/Program Referrals: | 27% |

Major Employing Industries

Ranked by occupational size

- Restaurants
- Hotels & Motels
- Elementary & Secondary Schools
- Acute Care Hospitals

Other Sources of Information

- California Occupational Guide
N/A

Food Service Managers

OES 150261

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. The occupation also includes Food and Beverage Directors.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Menu planning and cost analysis skills
- Food preparation skills
- Ability to hire and assign personnel
- Purchasing management skills
- Problem solving skills
- Record keeping skills
- Ability to use a computer, including word processing applications

Personal or Other Skills:

- Leadership ability
- Customer service skills
- Ability to work under pressure
- Ability to handle multiple priorities
- Willingness to work evenings, weekends, and holidays

Basic Skills:

- Oral communication skills
- Ability to write effectively
- Basic math skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a bachelor's degree or some college background; some have a high school diploma or equivalent.

Experience:

Most employers require 12-60 months experience as a Food Service Manager.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

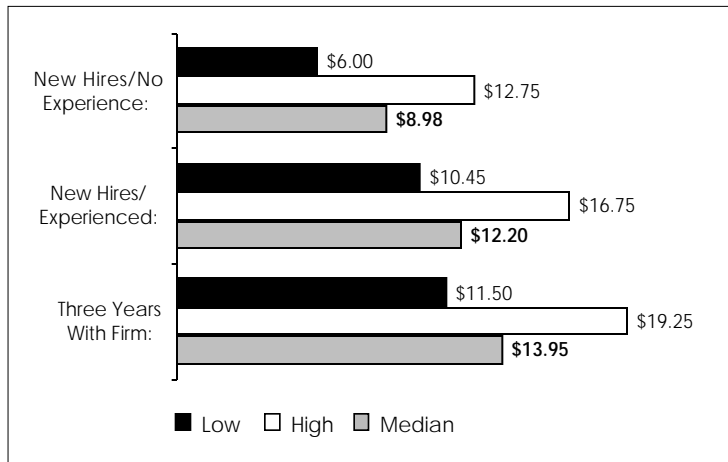
Employment Statistics & Trends

| | |
|-------------------------------|--------------------------|
| Occupation Size: | Medium |
| 1992 Estimated Employment: | 1,030 |
| Projected Job Growth 1992-99: | 15.5% |
| Occupation Growth: | Much Faster Than Average |

Number of firms responding to survey: 15

Food Service Managers (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40-55 hours/week. There are also some part-time opportunities, averaging 25 hours/week.

Fringe Benefits

| | Full-time |
|--------------------|-----------|
| Paid Vacation: | 100% |
| Paid Sick Leave: | 71% |
| Retirement Plans: | 57% |
| Medical Insurance: | 93% |
| Dental Insurance: | 93% |
| Vision Insurance: | 57% |
| Life Insurance: | 64% |
| Child Care: | 0% |

No. firms responding: 14/15

Recruitment Methods

| | |
|----------------------------------|-----|
| Newspaper Advertisements: | 80% |
| In-house Promotions/Transfers: | 67% |
| Current Employees' Referrals: | 47% |
| Public School/Program Referrals: | 47% |
| Unsolicited Applicants: | 40% |
| Private School Referrals: | 40% |
| Private Employment Agencies: | 27% |

Major Employing Industries

Ranked by occupational size

- Restaurants
- Hotels & Motels

Other Sources of Information

- California Occupational Guide No. 503 (1992)

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Problem solving skills
- Cash handling skills
- Record keeping skills
- Ability to follow billing procedures

Physical Abilities:

- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Public contact skills
- Customer service skills
- Pleasant personality
- Ability to work under pressure
- Good grooming skills
- Willingness to work nights, evenings, weekends, and holidays

Basic Skills:

- Oral communication skills
- Ability to write effectively
- Basic math skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a bachelor's degree; some have a high school diploma or equivalent or some college background.

Experience:

Employers sometimes require 6-9 months experience as a Hotel Desk Clerk. Some employers may accept previous customer service experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

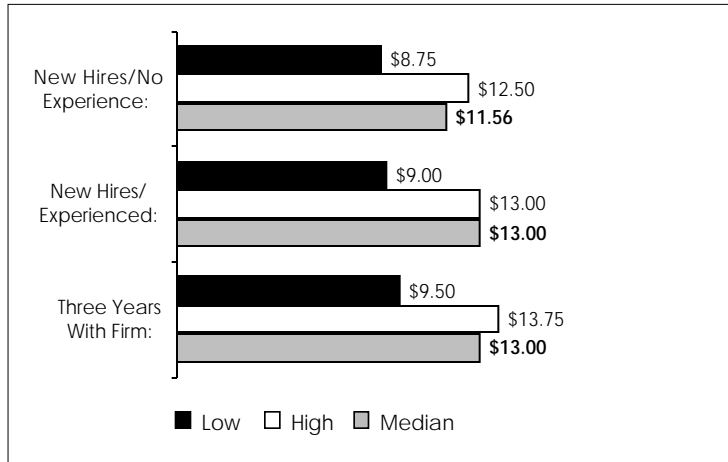
Employment Statistics & Trends

| | |
|-------------------------------|---------------------|
| Occupation Size: | Medium |
| 1992 Estimated Employment: | 1,110 |
| Projected Job Growth 1992-99: | 3.6% |
| Occupation Growth: | Faster Than Average |

Number of firms responding to survey: 15

Hotel Desk Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40 hours/week. There are also a few part-time opportunities, averaging 21 hours/week.

Fringe Benefits

| | Full-time | Part-time |
|---------------------------|------------------|------------------|
| Paid Vacation: | 100% | 25% |
| Paid Sick Leave: | 100% | 25% |
| Retirement Plans: | 93% | 0% |
| Medical Insurance: | 100% | 25% |
| Dental Insurance: | 100% | 25% |
| Vision Insurance: | 100% | 25% |
| Life Insurance: | 100% | 25% |
| Child Care: | 0% | 0% |

No. firms responding: 15/15 4/4

Recruitment Methods

| | |
|---|-----|
| Newspaper Advertisements: | 80% |
| In-house Promotions/Transfers: | 53% |
| Current Employees' Referrals: | 47% |
| Public School/Program Referrals: | 40% |
| Unsolicited Applicants: | 33% |
| Union Hall Referrals: | 27% |
| Employment Development Department: | 20% |

Major Employing Industries

Ranked by occupational size

- Hotels & Motels

Other Sources of Information

- California Occupational Guide No. 70 (1992)

Kindergarten Teachers instruct kindergarten pupils in public or private schools in elemental, physical, mental, and developmental skills. The occupation does not include Instructional Aides or Preschool Teachers.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Oral reading skills
- Artistic skills
- Musical skills
- Recreation skills
- Classroom management skills
- Problem solving skills
- Conflict resolution skills
- Ability to work with parents
- Ability to administer emergency first aid

Personal or Other Skills:

- Patience
- Creativity
- Organizational skills
- Ability to work under pressure
- Ability to motivate others
- Understanding of a variety of cultures

Basic Skills:

- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Credentialing:

Kindergarten Teachers who work in California public schools are required to have a Multiple Subject Teaching Credential. Applicants must have a bachelor's or higher degree, complete an approved teacher preparation program, pass the California Basic Educational Skills Test (CBEST), and demonstrate knowledge of the subject matters to be taught by either passing a written examination or by taking relevant courses. Some private school employers also prefer or require the credential.

Training & Education:

All public school teachers have met the above minimum requirements; most private school teachers have met the above credentialing requirements and many have a bachelor's degree.

Experience:

Employers usually require 12-30 months experience as a Teacher, but sometimes will accept training as a substitute for experience. Some employers may accept previous experience as a Teacher Assistant.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

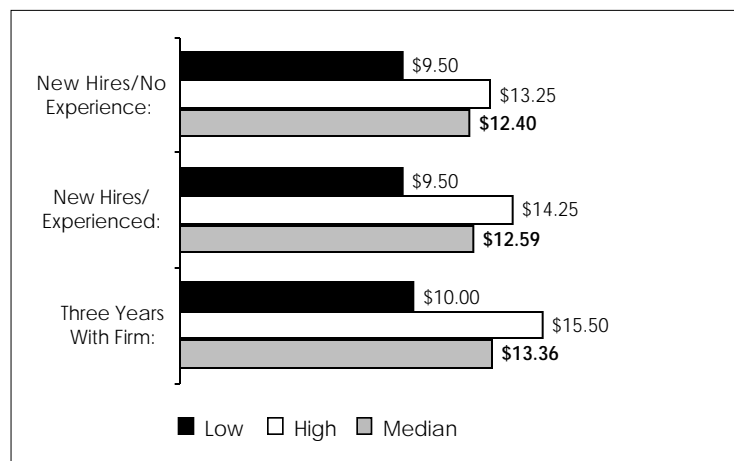
Experienced:

Employers reported *little difficulty* finding experienced applicants.

Number of firms responding to survey: 17

Kindergarten Teachers (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 35-40 hours/week. There are also some part-time opportunities, averaging 17 hours/week.

Employment Statistics & Trends

| | |
|-------------------------------|-----|
| Occupation Size: | N/A |
| 1992 Estimated Employment: | N/A |
| Projected Job Growth 1992-99: | N/A |
| Occupation Growth: | N/A |

Fringe Benefits

| | Full-time | Part-time |
|--------------------|------------------|------------------|
| Paid Vacation: | 82% | 50% |
| Paid Sick Leave: | 88% | 50% |
| Retirement Plans: | 53% | 50% |
| Medical Insurance: | 88% | 100% |
| Dental Insurance: | 41% | 100% |
| Vision Insurance: | 47% | 0% |
| Life Insurance: | 12% | 0% |
| Child Care: | 12% | 0% |

No. firms responding: 17/17 2/3

Recruitment Methods

| | |
|----------------------------------|-----|
| Newspaper Advertisements: | 69% |
| Current Employees' Referrals: | 56% |
| In-house Promotions/Transfers: | 56% |
| Unsolicited Applicants: | 31% |
| Private Employment Agencies: | 25% |
| Private School Referrals: | 25% |
| Public School/Program Referrals: | 19% |

Major Employing Industries

Ranked by occupational size

- Elementary Schools
- Child Day Care Services

Other Sources of Information

- California Occupational Guide
N/A

Plumbers, Pipefitters & Steamfitters

OES 875020

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gasses. The occupation does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Soldering skills
Pipefitting skills
Ability to read blueprints and building plans
Knowledge of local building codes

Physical Abilities:

Ability to lift at least 50 lbs.

Personal or Other Skills:

Customer service skills
Ability to interact well with others
Reliability
Valid driver's license
Willingness to work evenings and weekends

Basic Skills:

Oral communication skills
Basic math skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a high school diploma or equivalent or an associate degree; a few have some college background. Formal training is available through a union-sponsored apprenticeship program. Applicants for the apprenticeship, which combines five years of classroom study with on-the-job training, must be at least 18 years old, have a high school diploma or equivalent, a valid California driver's license, and pass a written examination and an oral interview.

Experience:

Most union employers will train apprentices; however, many will only employ Plumbers at the journey-level. Non-union employers usually require four to ten years experience as a Plumber.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

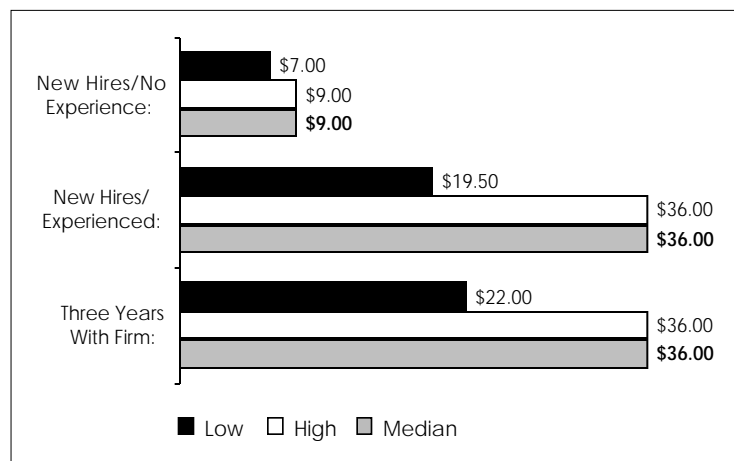
Employment Statistics & Trends

| | |
|-------------------------------|---------|
| Occupation Size: | Medium |
| 1992 Estimated Employment: | 990 |
| Projected Job Growth 1992-99: | -5.1% |
| Occupation Growth: | Decline |

Number of firms responding to survey: 15

Plumbers, Pipefitters & Steamfitters (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Wages

Union apprentices start at 25 percent of the journey-level rate and gradually increase to the full journey-level rate (\$36.00/hour) after five years.

Hours

Full-time employees work 35-40 hours/week. There are also a few temporary/on-call opportunities, averaging 23 hours/week.

Fringe Benefits

| | Full-time |
|--------------------|-----------|
| Paid Vacation: | 100% |
| Paid Sick Leave: | 13% |
| Retirement Plans: | 87% |
| Medical Insurance: | 100% |
| Dental Insurance: | 87% |
| Vision Insurance: | 80% |
| Life Insurance: | 80% |
| Child Care: | 0% |

No. firms responding: 15/15

Recruitment Methods

| | |
|------------------------------------|-----|
| Union Hall Referrals: | 67% |
| Current Employees' Referrals: | 33% |
| Newspaper Advertisements: | 27% |
| In-house Promotions/Transfers: | 20% |
| Employment Development Department: | 20% |
| Unsolicited Applicants: | 20% |

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Plumbing Contractors
- Government Agencies
- Ship Building & Repairing Companies
- Utilities

Other Sources of Information

- California Occupational Guide No. 173 (1991)

Preschool Teachers instruct preschool pupils in public or private schools in elemental, physical, mental, and developmental skills. The occupation does not include Instructional Aides or workers whose primary function is child care.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Oral reading skills
- Artistic skills
- Musical skills
- Classroom management skills
- Problem solving skills
- Ability to work with parents
- Conflict resolution skills
- Supervisory skills
- Record keeping skills
- Ability to administer emergency first aid

Personal or Other Skills:

- Patience
- Ability to motivate others
- Creativity
- Ability to work under pressure
- Organizational skills
- Understanding of a variety of cultures

Basic Skills:

- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Licensing:

Child care centers are regulated by the California Department of Social Services; those which receive public funding are also regulated by the State Department of Education. Preschool teachers who work in government funded centers are required to have a Children's Center Instructional Permit. Applicants for the permit must have twenty-four semester units in Early Childhood Education (ECE), sixteen semester units in general education, and two years of experience working in a child care center (a temporary permit can be issued, however, with only 12 ECE units completed and one year of related experience, enrollment in an ECE program, or the completion an ECE field work course). Preschool teachers who work in privately funded centers do not need a Children's Center permit, but must have 12 ECE units and six months of experience working in a child care center (they can be hired with only six ECE units, but must finish the remaining six units after beginning employment).

Training & Education:

Many recent hires have some college background or a bachelor's degree; a few have an associate degree.

Experience:

Most employers require 9-36 months of related experience, but sometimes will accept training as a substitute for experience.

Number of firms responding to survey: 19

Preschool Teachers (cont.)

Supply & Demand Assessment

Inexperienced:
Employers reported some difficulty finding inexperienced applicants.

Experienced:
Employers reported some difficulty finding experienced applicants.

Employment Statistics & Trends

Occupation Size: N/A

1992 Estimated Employment: N/A

Projected Job Growth 1992-99: N/A

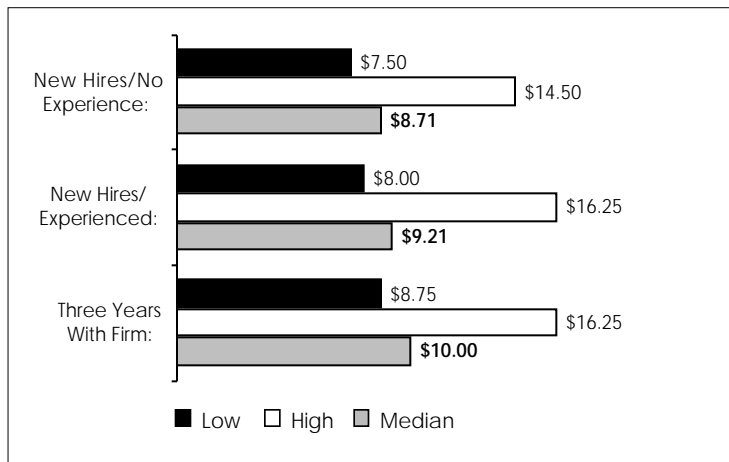
Occupation Growth: N/A

Fringe Benefits

| | Full-time | Part-time |
|--------------------|------------------|------------------|
| Paid Vacation: | 100% | 78% |
| Paid Sick Leave: | 95% | 78% |
| Retirement Plans: | 47% | 33% |
| Medical Insurance: | 95% | 78% |
| Dental Insurance: | 58% | 44% |
| Vision Insurance: | 42% | 33% |
| Life Insurance: | 37% | 11% |
| Child Care: | 53% | 33% |

No. firms responding: 19/19 10/19

Hourly Wages: Low, High & Median (Fall 1995)



Recruitment Methods

| | |
|------------------------------------|-----|
| Newspaper Advertisements: | 74% |
| Current Employees' Referrals: | 42% |
| In-house Promotions/Transfers: | 42% |
| Public School/Program Referrals: | 32% |
| Employment Development Department: | 26% |
| Private School Referrals: | 21% |
| Unsolicited Applicants: | 16% |

Major Employing Industries

Ranked by occupational size

- Child Day Care Centers

Wages

The San Francisco Unified School District pays at the top of the wage range.

Hours

Full-time employees work 35-40 hours/week. There are also many part-time opportunities, averaging 20 hours/week.

Other Sources of Information

- California Occupational Guide No. 275 (1994)

Printing Press Machine Operators & Tenders

OES 925430

Printing Press Machine Operators and Tenders operate or tend various types of printing machines, such as offset lithographic presses, letter or letterset presses, flexographic or gravure presses, to produce print on paper or other materials such as plastic, cloth, or rubber.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to operate single and multi-color printing presses
Ability to mix and match printing inks
Ability to use a densitometer in color and quality control

Physical Abilities:

Good color perception
Ability to stand continuously for two or more hours

Personal or Other Skills:

Ability to perform precision work
Ability to interact well with others
Willingness to work evenings, nights and weekends

Basic Skills:

Oral communication skills
Basic math skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a high school diploma or equivalent; a few have not completed high school or have some college background, but no degree. Formal training is available through private schools, community colleges, and a union-sponsored apprenticeship program. To qualify for the apprenticeship program, applicants must already be employed in a company covered by a union collective bargaining agreement.

Experience:

Most employers require 12-54 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

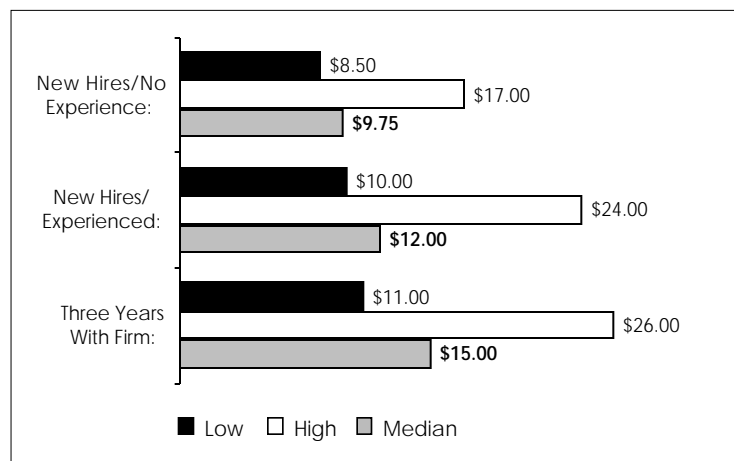
Employment Statistics & Trends

| | |
|-------------------------------|----------------|
| Occupation Size: | <i>Small</i> |
| 1992 Estimated Employment: | 660 |
| Projected Job Growth 1992-99: | -1.5% |
| Occupation Growth: | <i>Decline</i> |

Number of firms responding to survey: 15

Printing Press Machine Operators & Tenders (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Wages

Commercial printing companies generally pay at the high end of the wage range. Union apprentices start at between 55-65 percent of the journey-level rate and gradually increase to the full journey-level rate (approximately \$24.00-\$26.00/hour) after four years.

Hours

Full-time employees work 35-45 hours/week. There are also a few part-time opportunities, averaging 25 hours/week.

Fringe Benefits

| | Full-time |
|--------------------|-----------|
| Paid Vacation: | 83% |
| Paid Sick Leave: | 67% |
| Retirement Plans: | 42% |
| Medical Insurance: | 100% |
| Dental Insurance: | 92% |
| Vision Insurance: | 58% |
| Life Insurance: | 50% |
| Child Care: | 8% |

No. firms responding: 12/15

Recruitment Methods

| | |
|------------------------------------|-----|
| Newspaper Advertisements: | 67% |
| Current Employees' Referrals: | 53% |
| In-house Promotions/Transfers: | 40% |
| Unsolicited Applicants: | 40% |
| Public School/Program Referrals: | 27% |
| Employment Development Department: | 13% |
| Union Hall Referrals: | 13% |

Major Employing Industries

Ranked by occupational size

- Commercial Printing Companies
- Photocopying & Duplicating Services

Other Sources of Information

- California Occupational Guide No. 71 (1992)

Radiologic Technologists, Diagnostic

OES 329210

Diagnostic Radiologic Technologists safely use x-ray equipment, including CT scanners, to demonstrate designated portions of the human body on x-ray films or fluoroscopic screens for diagnostic purposes. They are also known as Radiographers.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to apply safe equipment operating practices
Knowledge of medical terminology

Personal or Other Skills:

Emotional stability
Patience
Empathy
Public contact skills
Willingness to work evenings, nights, weekends, and holidays

Basic Skills:

Oral communication skills
Basic math skills

Training, Experience & Other Requirements

Certification:

Diagnostic Radiologic Technologists are required to be certified by California Department of Health Services. Applicants must have graduated from a two year state-approved training program and pass a written examination. Advanced certification to perform mammography or assist in the use of fluoroscopy equipment requires further training and testing.

Although not required by law, Diagnostic Radiologic Technologists can become certified by the American Registry of Radiologic Technologists (ARRT). Applicants must have graduated from an approved training program and pass the ARRT's written examination. ARRT certification is preferred or required by many employers.

Training & Education:

Most recent hires have an associate degree; some have a bachelor's degree.

Experience:

Most employers require 6-24 months experience as a Diagnostic Radiologic Technologist.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

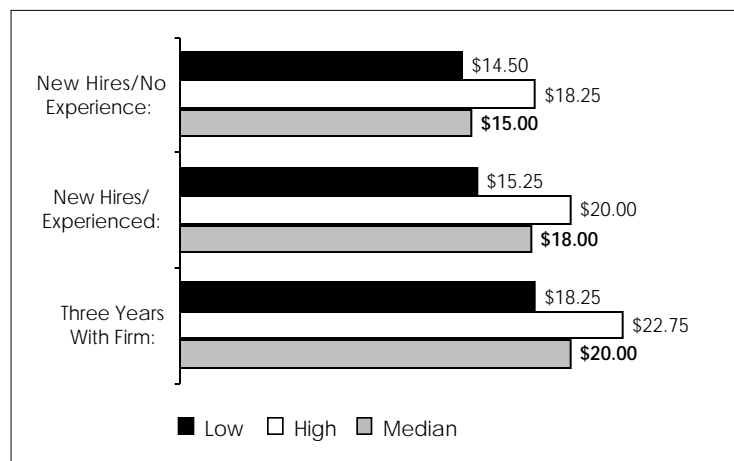
Experienced:

Employers reported *little difficulty* finding experienced applicants.

Number of firms responding to survey: 15

Radiologic Technologists, Diagnostic (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 35-40 hours/week. There are also some part-time and temporary/on-call opportunities, averaging 20 hours/week and 8 hours/week, respectively.

Employment Statistics & Trends

| | |
|-------------------------------|--------|
| Occupation Size: | Small |
| 1992 Estimated Employment: | 510 |
| Projected Job Growth 1992-99: | N/A |
| Occupation Growth: | Stable |

Fringe Benefits

| | Full-time | Part-time |
|--------------------|------------------|------------------|
| Paid Vacation: | 93% | 50% |
| Paid Sick Leave: | 93% | 83% |
| Retirement Plans: | 64% | 50% |
| Medical Insurance: | 100% | 67% |
| Dental Insurance: | 86% | 67% |
| Vision Insurance: | 71% | 67% |
| Life Insurance: | 50% | 67% |
| Child Care: | 7% | 0% |

| | | |
|-----------------------|-------|-----|
| No. firms responding: | 14/15 | 6/7 |
|-----------------------|-------|-----|

Recruitment Methods

| | |
|------------------------------------|-----|
| Newspaper Advertisements: | 60% |
| Current Employees' Referrals: | 40% |
| Public School/Program Referrals: | 40% |
| In-house Promotions/Transfers: | 33% |
| Employment Development Department: | 20% |

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Medical Offices (primarily Radiologists & Orthopedists)
- X-Ray Laboratories (medical)
- Community Clinics

Other Sources of Information

- California Occupational Guide No. 89 (1992)

Receptionists & Information Clerks

OES 553050

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. The occupation does not include Receptionists who primarily operate switchboards.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Telephone answering skills
- Ability to operate a multi-line command phone center
- Alphabetic and numeric filing skills
- Ability to maintain an appointment calendar
- Problem solving skills
- Ability to use a computer, including word processing applications

Personal or Other Skills:

- Public contact skills
- Pleasant personality
- Clear speaking voice
- Good grooming skills
- Organizational skills
- Ability to work under pressure

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Most recent hires who work for temporary agencies have some college background; a few have a bachelor's degree. Most permanent employees have a high school diploma or equivalent; many have some college background.

Experience:

Employers usually require 6-18 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

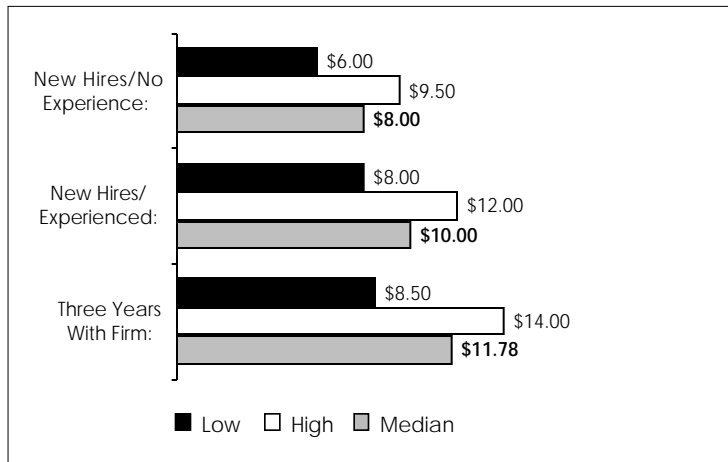
Employment Statistics & Trends

| | |
|-------------------------------|--------------------------|
| Occupation Size: | Very Large |
| 1992 Estimated Employment: | 6,080 |
| Projected Job Growth 1992-99: | 3.8% |
| Occupation Growth: | Much Faster Than Average |

Number of firms responding to survey: 15

Receptionists & Information Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 35-40 hours/week. Part-time and temporary/on-call workers average 23 hours/week and 30 hours/week, respectively.

Fringe Benefits

| | Full-time | Part-time |
|---------------------------|------------------|------------------|
| Paid Vacation: | 91% | 50% |
| Paid Sick Leave: | 82% | 50% |
| Retirement Plans: | 45% | 17% |
| Medical Insurance: | 91% | 17% |
| Dental Insurance: | 82% | 17% |
| Vision Insurance: | 27% | 0% |
| Life Insurance: | 73% | 17% |
| Child Care: | 0% | 0% |

No. firms responding: 13/13 6/6

Recruitment Methods

| | |
|---|-----|
| Current Employees' Referrals: | 86% |
| Newspaper Advertisements: | 64% |
| In-house Promotions/Transfers: | 50% |
| Private Employment Agencies: | 43% |
| Unsolicited Applicants: | 43% |
| Employment Development Department: | 29% |

Major Employing Industries

Ranked by occupational size

- Dental & Medical Offices
- Law Offices
- Temporary Employment Agencies
- Real Estate Companies
- Insurance Companies

Other Sources of Information

- California Occupational Guide No. 21 (1992)

Reservation & Transportation Ticket Agents

OES 538050

Reservation and Transportation Ticket Agents make and confirm reservations for passengers and sell tickets for transportation agencies such as airlines, bus companies, railroads, and steamship lines. They may check baggage and direct passengers to designated concourse, pier, or track. The occupation does not include workers who sell tickets for subways, city buses, ferryboats, and street railways.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Telephone answering skills
- Ability to apply sales techniques
- Ability to arrange travel schedules and reservations
- Knowledge of geography
- Ability to perform detailed clerical work
- Ability to type at least 45 w.p.m.
- Ability to use a computer, including word processing applications
- Knowledge of computer reservation systems (airline ticket offices)

Personal or Other Skills:

- Customer service skills
- Public contact skills

Basic Skills:

- Oral communication skills
- Ability to write effectively
- Basic math skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have a high school diploma or equivalent and a few have a bachelor's degree.

Experience:

Employers usually require 9-36 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

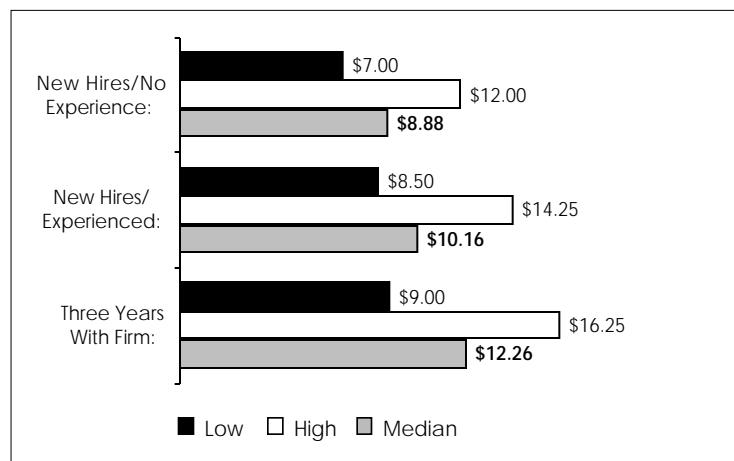
Employment Statistics & Trends

| | |
|-------------------------------|---------|
| Occupation Size: | Large |
| 1992 Estimated Employment: | 2,220 |
| Projected Job Growth 1992-99: | -5.0% |
| Occupation Growth: | Decline |

Number of firms responding to survey: 16

Reservation & Transportation Ticket Agents (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40 hours/week. There are also some part-time opportunities, averaging 22 hours/week.

Fringe Benefits

| | Full-time | Part-time |
|--------------------|------------------|------------------|
| Paid Vacation: | 88% | 29% |
| Paid Sick Leave: | 88% | 29% |
| Retirement Plans: | 81% | 29% |
| Medical Insurance: | 100% | 29% |
| Dental Insurance: | 94% | 29% |
| Vision Insurance: | 75% | 29% |
| Life Insurance: | 75% | 29% |
| Child Care: | 13% | 14% |

No. firms responding: 16/16 7/7

Recruitment Methods

| | |
|------------------------------------|-----|
| Current Employees' Referrals: | 53% |
| In-house Promotions/Transfers: | 53% |
| Newspaper Advertisements: | 53% |
| Private School Referrals: | 13% |
| Employment Development Department: | 13% |
| Unsolicited Applicants: | 13% |

Major Employing Industries

Ranked by occupational size

- Airline, Bus & Railroad Ticket Offices
- Travel Agencies
- Tour Operators

Other Sources of Information

- California Occupational Guide No. 99 (1994)

Parts Salespersons sell spare and replaceable parts and equipment from behind a counter in an agency, repair shop, or parts store. They determine the make, year, and type of part needed by observing the damaged part or listening to a description of the malfunction. They read a catalog to find stock number, price, etc., and fill the customer's order from stock. The occupation does not include workers whose primary responsibilities are to receive, store, and issue materials, equipment, and other items from the stockroom.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to apply sales techniques
- Understanding of inventory techniques
- Ability to operate a cash register
- Telephone answering skills

Physical Abilities:

- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Customer service skills
- Good grooming skills

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills
- Ability to write effectively
- Basic math skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; a few have a high school diploma or equivalent. Some automobile dealers have "informal" four year union apprenticeship training programs.

Experience:

Employers usually require 6-24 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *great difficulty* finding experienced applicants.

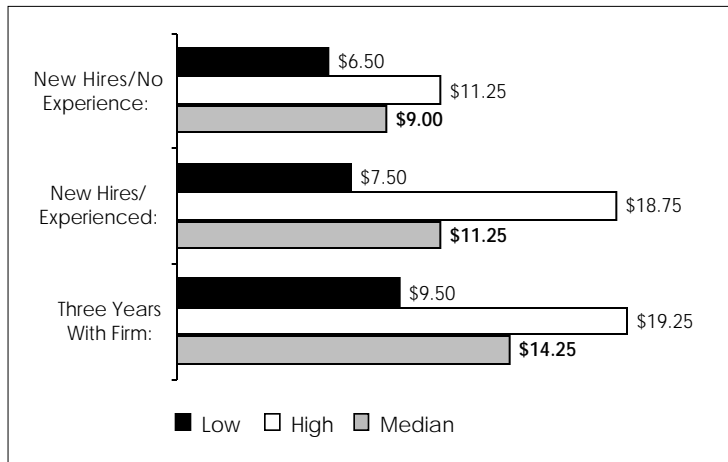
Employment Statistics & Trends

| | |
|-------------------------------|----------------|
| Occupation Size: | <i>Small</i> |
| 1992 Estimated Employment: | 570 |
| Projected Job Growth 1992-99: | -1.8% |
| Occupation Growth: | <i>Decline</i> |

Number of firms responding to survey: 15

Salespersons, Parts (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Wages

In addition to the above wages, some Salespersons earn commissions. Automobile parts apprentices start at 60 percent of the journey-level rate and gradually increase to the full journey-level rate (approximately \$18.75-\$19.25/hour) after four years.

Hours

Full-time employees work 40 hours/week. There are also some part-time opportunities, averaging 14 hours/week.

Fringe Benefits

| | Full-time |
|--------------------|------------------|
| Paid Vacation: | 100% |
| Paid Sick Leave: | 53% |
| Retirement Plans: | 67% |
| Medical Insurance: | 100% |
| Dental Insurance: | 80% |
| Vision Insurance: | 67% |
| Life Insurance: | 60% |
| Child Care: | 7% |

No. firms responding: 15/15

Recruitment Methods

| | |
|----------------------------------|-----|
| Current Employees' Referrals: | 86% |
| In-house Promotions/Transfers: | 79% |
| Newspaper Advertisements: | 64% |
| Unsolicited Applicants: | 50% |
| Public School/Program Referrals: | 14% |

Major Employing Industries

Ranked by occupational size

- Automobile Parts & Home Supply Stores
- Automobile Dealers
- Plumbing & Heating Equipment & Supply Companies
- Industrial Machinery & Equipment Companies
- Motorcycle Dealers

Other Sources of Information

- California Occupational Guide No. 237 (1992)

Salespersons, Retail (Except Vehicle Sales)

OES 490112

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. The occupation does not include workers who work primarily as Cashiers.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to apply sales techniques
Ability to operate a cash register
Telephone answering skills

Physical Abilities:

Ability to stand continuously for two or more hours

Personal or Other Skills:

Customer service skills
Good grooming skills
Pleasant personality
Patience
Ability to work as part of a team
Willingness to work evenings, weekends, and holidays

Basic Skills:

Oral communication skills
Ability to read and follow instructions
Basic math skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have some college background; some have a high school diploma or equivalent and a few have an associate or bachelor's degree.

Experience:

Employers sometimes require 3-12 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

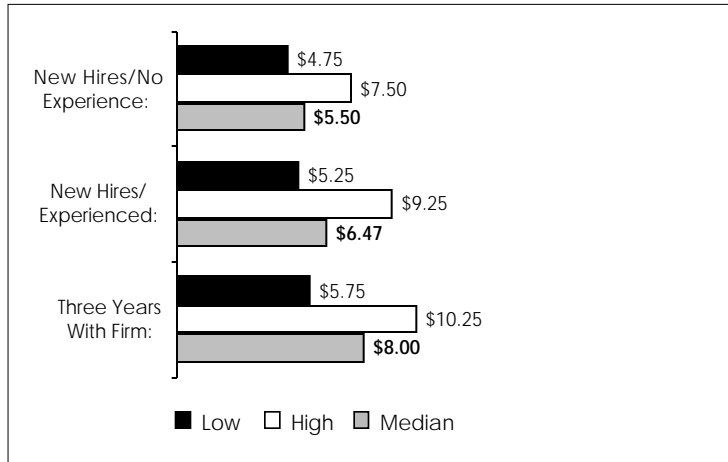
Employment Statistics & Trends

Occupation Size: Very Large
1992 Estimated Employment: 14,820
Projected Job Growth 1992-99: 5.7%
Occupation Growth: Much Faster Than Average

Number of firms responding to survey: 16

Salespersons, Retail (Except Vehicle Sales) (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Wages

In addition to the above wages, some Salespersons earn commissions; there are also some Salespersons who are paid on a straight commission basis.

Hours

Full-time employees work 35-40 hours/week. There are also many part-time and some seasonal opportunities, averaging 26 hours/week.

Fringe Benefits

| | Full-time | Part-time |
|---------------------------|------------------|------------------|
| Paid Vacation: | 100% | 27% |
| Paid Sick Leave: | 75% | 27% |
| Retirement Plans: | 56% | 13% |
| Medical Insurance: | 94% | 27% |
| Dental Insurance: | 88% | 27% |
| Vision Insurance: | 31% | 0% |
| Life Insurance: | 50% | 13% |
| Child Care: | 0% | 0% |

No. firms responding: 16/16 15/15

Recruitment Methods

| | |
|---|-----|
| Unsolicited Applicants: | 81% |
| In-house Promotions/Transfers: | 75% |
| Current Employees' Referrals: | 69% |
| Newspaper Advertisements: | 38% |
| Public School/Program Referrals: | 13% |
| Union Hall Referrals: | 13% |

Major Employing Industries

Ranked by occupational size

- Clothing & Accessory Stores
- Department Stores
- Gift, Novelty & Souvenir Stores
- General Merchandise & Variety Stores
- Jewelry Stores

Other Sources of Information

- California Occupational Guide No. 536 (1992)

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. The occupation also includes vocational high school teachers, but not special education teachers who teach only students with disabilities.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Oral reading skills
- Classroom management skills
- Problem solving skills
- Conflict resolution skills
- Ability to work with parents
- Record keeping skills
- Ability to administer emergency first aid

Personal or Other Skills:

- Patience
- Creativity
- Organizational skills
- Ability to work under pressure
- Ability to motivate others
- Understanding of a variety of cultures

Basic Skills:

- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Credentialing:

Secondary School Teachers who work in California public schools are required to have a Single Subject Teaching Credential. Applicants must have a bachelor's or higher degree, complete an approved teacher preparation program, pass the California Basic Education Skills Test (CBEST), and demonstrate subject matter competence by either passing a written examination or by taking appropriate courses in the subject area to be taught. Some private school employers also prefer or require the credential.

Training & Education:

All public school teachers have met the above minimum requirements; most private school teachers have a bachelor's degree and many have met the above credentialing requirements.

Experience:

Employers usually require 18-36 months experience as a Teacher, but many will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

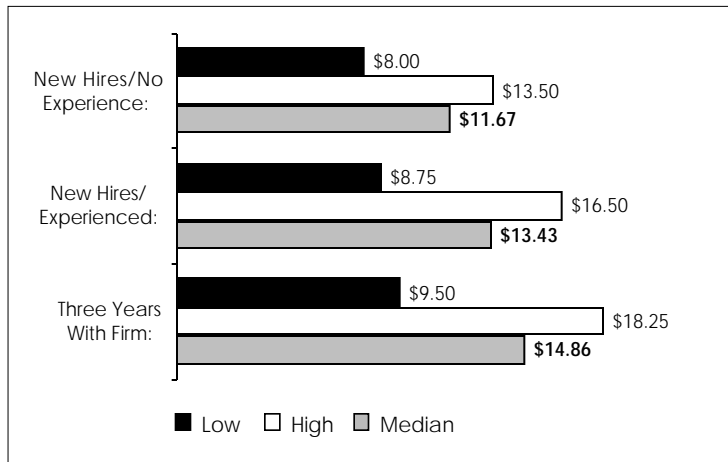
Experienced:

Employers reported *little difficulty* finding experienced applicants.

Number of firms responding to survey: 11

Secondary School Teachers (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 35-50 hours/week. There are also some part-time opportunities, averaging 17 hours/week.

Employment Statistics & Trends

Occupation Size: Large
 1992 Estimated Employment: 2,130
 Projected Job Growth 1992-99: 6.6%
 Occupation Growth: Much Faster Than Average

Fringe Benefits

| | Full-time | Part-time |
|--------------------|-----------|-----------|
| Paid Vacation: | 91% | 25% |
| Paid Sick Leave: | 100% | 25% |
| Retirement Plans: | 73% | 12% |
| Medical Insurance: | 91% | 12% |
| Dental Insurance: | 73% | 12% |
| Vision Insurance: | 45% | 12% |
| Life Insurance: | 45% | 12% |
| Child Care: | 18% | 12% |

No. firms responding: 11/11 8/8

Recruitment Methods

| | |
|----------------------------------|-----|
| Newspaper Advertisements: | 55% |
| In-house Promotions/Transfers: | 36% |
| Current Employees' Referrals: | 27% |
| Private Employment Agencies: | 27% |
| Private School Referrals: | 27% |
| Unsolicited Applicants: | 27% |
| Public School/Program Referrals: | 18% |

Major Employing Industries

Ranked by occupational size

- Secondary Schools

Other Sources of Information

- California Occupational Guide No. 57 (1994)

Secretaries, Medical

OES 551050

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Telephone answering skills
- Alphabetic and numeric filing skills
- Ability to maintain an appointment calendar
- Ability to type at least 45 w.p.m.
- Knowledge of medical terminology
- Knowledge of insurance and billing procedures
- Ability to use a computer, including word processing applications

Personal or Other Skills:

- Organizational skills
- Customer service skills
- Ability to work as part of a team

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills
- Ability to write effectively
- Basic math skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have a high school diploma or equivalent.

Experience:

Most employers require 9-24 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

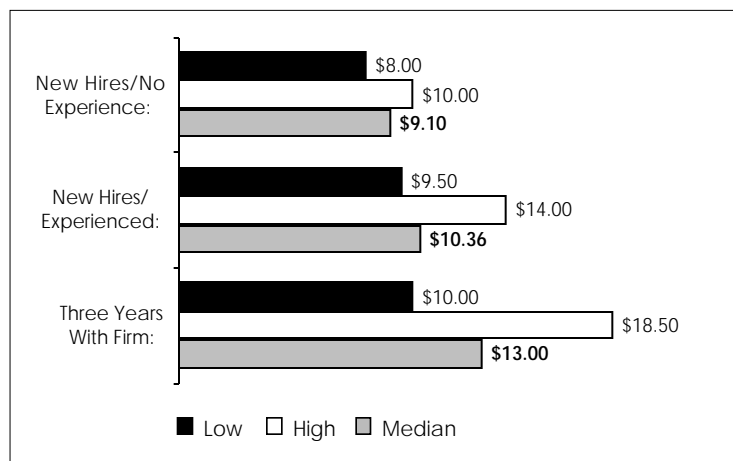
Employment Statistics & Trends

| | |
|-------------------------------|---------------------|
| Occupation Size: | Small |
| 1992 Estimated Employment: | 640 |
| Projected Job Growth 1992-99: | 3.1% |
| Occupation Growth: | Faster Than Average |

Number of firms responding to survey: 15

Secretaries, Medical (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 35-40 hours/week. There are also some part-time opportunities, averaging 26 hours/week.

Fringe Benefits

| | Full-time | Part-time |
|--------------------|------------------|------------------|
| Paid Vacation: | 93% | 67% |
| Paid Sick Leave: | 87% | 43% |
| Retirement Plans: | 53% | 67% |
| Medical Insurance: | 87% | 67% |
| Dental Insurance: | 73% | 50% |
| Vision Insurance: | 33% | 17% |
| Life Insurance: | 47% | 50% |
| Child Care: | 0% | 17% |

No. firms responding: 15/15 6/6

Recruitment Methods

| | |
|------------------------------------|-----|
| Newspaper Advertisements: | 87% |
| Current Employees' Referrals: | 20% |
| Employment Development Department: | 20% |
| Private School Referrals: | 20% |
| In-house Promotions/Transfers: | 13% |
| Unsolicited Applicants: | 13% |

Major Employing Industries

Ranked by occupational size

- Dental & Medical Offices
- Acute Care Hospitals

Other Sources of Information

- California Occupational Guide No. 177 (1992)

Stock Clerks, Sales Floor

OES 490210

Stock Clerk, Sales Floor receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins and tables with merchandise, arrange displays of items to attract customers and may periodically take physical count of stock or check and mark merchandise.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Understanding of inventory techniques

Physical Abilities:

Ability to lift at least 50 lbs.

Ability to stand continuously for two or more hours

Personal or Other Skills:

Customer service skills

Ability to work as part of a team

Good grooming skills

Willingness to work evenings, weekends, and holidays

Basic Skills:

Ability to read and follow instructions

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a high school diploma or equivalent or some college background.

Experience:

Most employers do not require previous experience. Grocery stores usually start workers as "baggers" and promote them from within to clerk positions.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

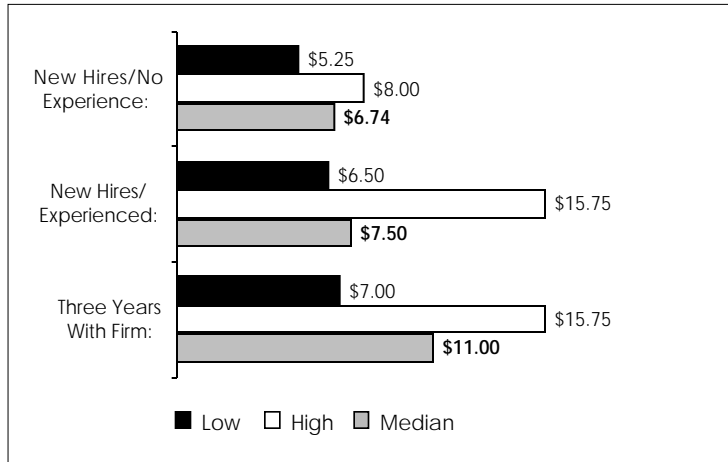
Employment Statistics & Trends

| | |
|-------------------------------|---------|
| Occupation Size: | Large |
| 1992 Estimated Employment: | 2,820 |
| Projected Job Growth 1992-99: | -1.8% |
| Occupation Growth: | Decline |

Number of firms responding to survey: 15

Stock Clerks, Sales Floor (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Wages

Experienced Stock Clerks at unionized grocery stores are paid at the top of the wage range.

Hours

Full-time employees work 35-40 hours/week. There are also many part-time opportunities, averaging 24 hours/week.

Fringe Benefits

| | Full-time | Part-time |
|--------------------|------------------|------------------|
| Paid Vacation: | 93% | 55% |
| Paid Sick Leave: | 87% | 55% |
| Retirement Plans: | 87% | 55% |
| Medical Insurance: | 93% | 55% |
| Dental Insurance: | 93% | 55% |
| Vision Insurance: | 80% | 55% |
| Life Insurance: | 87% | 55% |
| Child Care: | 13% | 0% |

No. firms responding: 15/15 11/12

Recruitment Methods

| | |
|------------------------------------|-----|
| Unsolicited Applicants: | 60% |
| Current Employees' Referrals: | 47% |
| Newspaper Advertisements: | 33% |
| In-house Promotions/Transfers: | 27% |
| Union Hall Referrals: | 27% |
| Private School Referrals: | 13% |
| Employment Development Department: | 13% |
| Public School/Program Referrals: | 13% |
| Private Employment Agencies: | 13% |

Major Employing Industries

Ranked by occupational size

- Grocery Stores
- Clothing & Accessory Stores
- General Merchandise & Variety Stores
- Department Stores

Other Sources of Information

- California Occupational Guide No. 74 (1994)

Stock Clerks, Stockroom, Warehouse, Storage Yard OES 580230

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. The occupation does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Knowledge of inventory techniques
Record keeping skills
Labeling skills

Physical Abilities:

Ability to lift at least 50 lbs.
Ability to stand continuously for two or more hours

Personal or Other Skills:

Ability to work as part of a team

Basic Skills:

Ability to follow oral instructions
Oral communication skills
Basic math skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a high school diploma or equivalent.

Experience:

Employers sometimes require 6-24 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Employment Statistics & Trends

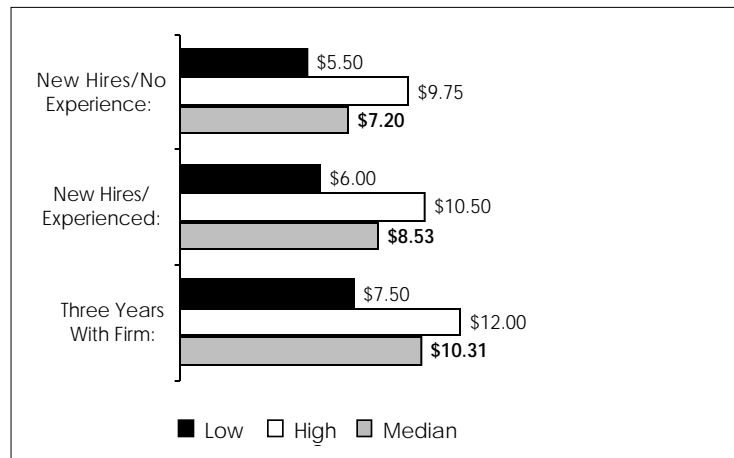
| | |
|-------------------------------|---------|
| Occupation Size: | Large |
| 1992 Estimated Employment: | 3,310 |
| Projected Job Growth 1992-99: | -4.2% |
| Occupation Growth: | Decline |

Number of firms responding to survey: 15

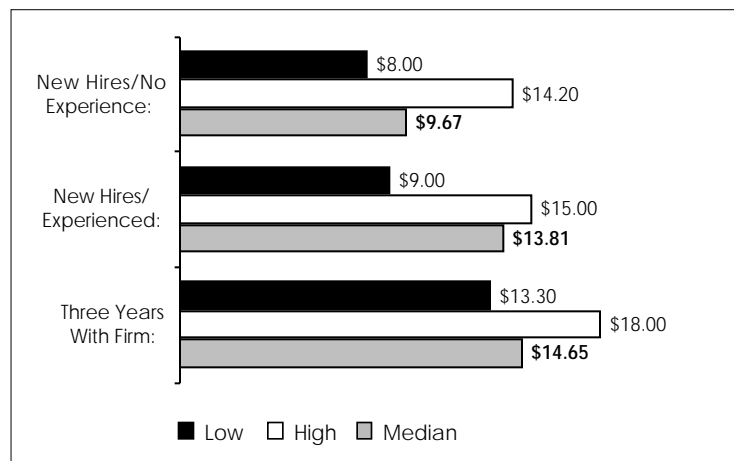
Stock Clerks, Stockroom, Warehouse, Storage Yard (cont.)

Hourly Wages: Low, High & Median (Fall 1995)

Non-Union



Union



Hours

Full-time employees work 40/hours week.

Fringe Benefits

| | Full-time |
|--------------------|-----------|
| Paid Vacation: | 93% |
| Paid Sick Leave: | 87% |
| Retirement Plans: | 67% |
| Medical Insurance: | 100% |
| Dental Insurance: | 87% |
| Vision Insurance: | 73% |
| Life Insurance: | 47% |
| Child Care: | 0% |

No. firms responding: 15/15

Recruitment Methods

| | |
|------------------------------------|-----|
| In-house Promotions/Transfers: | 57% |
| Current Employees' Referrals: | 50% |
| Employment Development Department: | 29% |
| Unsolicited Applicants: | 29% |
| Newspaper Advertisements: | 21% |
| Private Employment Agencies: | 21% |
| Public School/Program Referrals: | 21% |
| Union Hall Referrals: | 21% |

Public agencies also use civil service announcements

Major Employing Industries

Ranked by occupational size

- Clothing & Accessory Stores
- Clothing Manufacturers
- Acute Care Hospitals
- Government Agencies
- Department Stores

Other Sources of Information

- California Occupational Guide No. 74 (1994)

Traffic, Shipping & Receiving Clerks

OES 580280

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. The occupation does not include Stock Clerks and workers whose primary duties involve weighing and checking.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Record keeping skills
Labeling skills
Understanding of inventory techniques

Physical Abilities:

Ability to stand continuously for two or more hours
Ability to lift at least 50 lbs.

Personal or Other Skills:

Customer service skills
Ability to work under pressure
Ability to interact well with others
Ability to pay attention to detail

Basic Skills:

Ability to write legibly
Oral communication skills
Ability to write effectively
Basic math skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a high school diploma or equivalent; some have a college background, but no degree.

Experience:

Employers sometimes require 6-12 months experience as a Traffic, Shipping, and Receiving Clerk.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

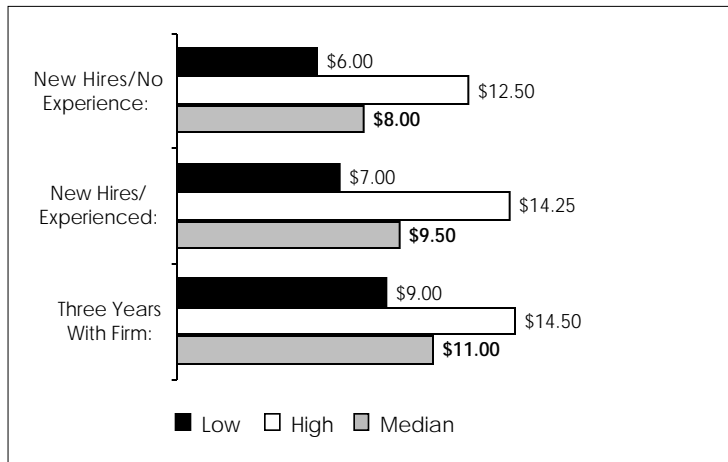
Employment Statistics & Trends

| | |
|-------------------------------|---------------------|
| Occupation Size: | Very Large |
| 1992 Estimated Employment: | 5,790 |
| Projected Job Growth 1992-99: | 2.9% |
| Occupation Growth: | Faster Than Average |

Number of firms responding to survey: 15

Traffic, Shipping & Receiving Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work 40 hours/week. There are also a few part-time and temporary/on-call opportunities, averaging 30 hours/week and 24 hours/week, respectively.

Fringe Benefits

| | Full-time |
|--------------------|-----------|
| Paid Vacation: | 93% |
| Paid Sick Leave: | 87% |
| Retirement Plans: | 73% |
| Medical Insurance: | 100% |
| Dental Insurance: | 87% |
| Vision Insurance: | 67% |
| Life Insurance: | 73% |
| Child Care: | 7% |

No. firms responding: 15/15

Recruitment Methods

| | |
|------------------------------------|-----|
| Current Employees' Referrals: | 67% |
| In-house Promotions/Transfers: | 60% |
| Newspaper Advertisements: | 53% |
| Unsolicited Applicants: | 47% |
| Employment Development Department: | 27% |
| Private Employment Agencies: | 13% |

Major Employing Industries

Ranked by occupational size

- Clothing Manufacturers
- Clothing & Accessory Stores
- Commercial Printing Companies
- Electronic Parts & Equipment Companies

Other Sources of Information

- California Occupational Guide No. 63 (1992)

Typists, Including Word Processing

OES 553070

Typists, including Word Processing, type letters, reports, stencils, forms, addresses or other straight copy material from rough draft, corrected copy, or voice recording, and may perform other clerical duties as assigned. Typists, including Word Processing, may use typewriters or word processing equipment. The occupation does not include Key punchers, Secretaries or Stenographers.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to type at least 60 w.p.m.
English grammar, spelling, and punctuation skills
Ability to perform detailed clerical work
Data entry skills
Ability to use a computer, including word processing, spreadsheet, database, and desktop publishing applications

Personal or Other Skills:

Organizational skills
Ability to read and follow instructions

Basic Skills:

Oral communication skills
Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Most recent hires who work for temporary agencies have some college background; a few have a bachelor's degree. Most permanent employees have some college background; some have a high school diploma or equivalent.

Experience:

Most employers require 6-24 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Employment Statistics & Trends

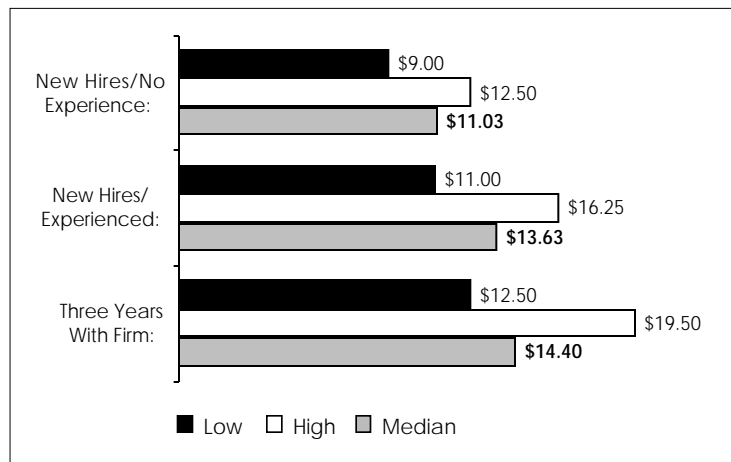
| | |
|-------------------------------|---------|
| Occupation Size: | Large |
| 1992 Estimated Employment: | 7,150 * |
| Projected Job Growth 1992-99: | -16.9% |
| Occupation Growth: | Decline |

* Our results indicate that this occupation is much smaller in size than shown in the above projections.

Number of firms responding to survey: 15

Typists, Including Word Processing (cont.)

Hourly Wages: Low, High & Median (Fall 1995)



Hours

Full-time employees work an average of 40 hours/week. Part-time and temporary/on-call workers average 25 hours/week and 20 hours/week, respectively.

Fringe Benefits

| | Full-time | Part-time |
|--------------------|-----------|-----------|
| Paid Vacation: | 87% | 100% |
| Paid Sick Leave: | 87% | 100% |
| Retirement Plans: | 80% | 100% |
| Medical Insurance: | 87% | 100% |
| Dental Insurance: | 87% | 100% |
| Vision Insurance: | 60% | 100% |
| Life Insurance: | 73% | 100% |
| Child Care: | 7% | 0% |

No. firms responding: 15/15 2/4

Recruitment Methods

| | |
|------------------------------------|-----|
| In-house Promotions/Transfers: | 64% |
| Newspaper Advertisements: | 64% |
| Current Employees' Referrals: | 57% |
| Private Employment Agencies: | 29% |
| Employment Development Department: | 21% |
| Public School/Program Referrals: | 14% |

Major Employing Industries

Ranked by occupational size

- Law Offices
- Temporary Employment Agencies
- Accounting, Auditing & Bookkeeping Services
- Management Consulting Services

Other Sources of Information

- California Occupational Guide No. 20 (1994)

Listing of Occupations Surveyed

Listed below are occupations which have been surveyed in San Francisco County. Copies of the individual occupational summaries are available at no cost through the Private Industry Council of San Francisco. To order, please check the summaries you wish to receive, and complete the mailing information on the reverse side.

| <u>Occupational Title</u> | <u>Year</u> | <u>OES *</u> | <u>Occupational Title</u> | <u>Year</u> | <u>OES *</u> |
|--|-------------|--------------|---|-------------|--------------|
| <input type="checkbox"/> Accountants & Auditors | 1992 | 211140 | <input type="checkbox"/> Emergency Medical Technicians-I | 1991 | 325081 |
| <input type="checkbox"/> Architects (except landscape & marine) | 1995 | 223020 | <input type="checkbox"/> Emergency Medical Technicians-Paramedic | 1991 | 325083 |
| <input type="checkbox"/> Automotive Body, Related Repairers | 1991 | 853050 | <input type="checkbox"/> File Clerks | 1991 | 553210 |
| <input type="checkbox"/> Automotive Mechanics | 1995 | 853020 | <input type="checkbox"/> Financial Planners | 1993 | 430142 |
| <input type="checkbox"/> Baggage Porters & Bellhops | 1992 | 680230 | <input type="checkbox"/> Food Preparation Workers | 1995 | 650380 |
| <input type="checkbox"/> Bicycle Repairers | 1993 | 859510 | <input type="checkbox"/> Food Service Managers | 1995 | 150261 |
| <input type="checkbox"/> Bill & Account Collectors | 1994 | 535080 | <input type="checkbox"/> General Office Clerks | 1992 | 553470 |
| <input type="checkbox"/> Billing, Cost & Rate Clerks | 1995 | 553440 | <input type="checkbox"/> Guards & Watchguards | 1992 | 630470 |
| <input type="checkbox"/> Billing, Posting & Calculating Machine Operators | 1991 | 560020 | <input type="checkbox"/> Guides | 1993 | 680170 |
| <input type="checkbox"/> Bookkeeping, Accounting & Auditing Clerks (including bookkeepers) | 1992 | 553380 | <input type="checkbox"/> Home Health Care Workers | 1994 | 660110 |
| <input type="checkbox"/> Bread & Pastry Bakers | 1994 | 650210 | <input type="checkbox"/> Host & Hostesses, Restaurant, Lounge or Coffee Shop | 1992 | 650020 |
| <input type="checkbox"/> Broadcast Technicians | 1995 | 340280 | <input type="checkbox"/> Hotel Desk Clerks | 1995 | 538080 |
| <input type="checkbox"/> Cabinetmakers & Bench Carpenters | 1993 | 893110 | <input type="checkbox"/> Instructional Aides | 1993 | 315211 |
| <input type="checkbox"/> Carpet Installers | 1991 | 876020 | <input type="checkbox"/> Insurance Adjusters, Examiners & Investigators | 1994 | 533020 |
| <input type="checkbox"/> Cashiers | 1993 | 490230 | <input type="checkbox"/> Insurance Claims Clerks | 1994 | 533110 |
| <input type="checkbox"/> Child Care Workers | 1993 | 680380 | <input type="checkbox"/> Janitors & Cleaners (except Maids & Housekeeping Cleaners) | 1992 | 670050 |
| <input type="checkbox"/> Civil Engineering Technicians & Technologists | 1991 | 225020 | <input type="checkbox"/> Kindergarten Teachers | 1995 | 313022 |
| <input type="checkbox"/> Computer Engineers | 1995 | 221270 | <input type="checkbox"/> Legal Secretaries | 1994 | 551020 |
| <input type="checkbox"/> Computer Operators | 1992 | 560110 | <input type="checkbox"/> Librarians, Professional | 1993 | 315020 |
| <input type="checkbox"/> Computer Programmers | 1993 | 251051 | <input type="checkbox"/> Library Assistants & Book Mobile Drivers | 1993 | 539020 |
| <input type="checkbox"/> Cooks, Restaurant | 1992 | 650260 | <input type="checkbox"/> Licensed Vocational Nurses | 1993 | 325050 |
| <input type="checkbox"/> Cooks, Short Order | 1992 | 650350 | <input type="checkbox"/> Loan & Credit Clerks | 1994 | 531210 |
| <input type="checkbox"/> Counter & Rental Clerks | 1993 | 490170 | <input type="checkbox"/> Loan Officers & Counselors | 1994 | 211080 |
| <input type="checkbox"/> Data Entry Keyers (except composing) | 1995 | 560170 | <input type="checkbox"/> Mail Machine Operators, Preparation & Handling | 1992 | 560080 |
| <input type="checkbox"/> Data Processing Equipment Repairers | 1994 | 857050 | <input type="checkbox"/> Medical & Clinical Laboratory Assistants | 1993 | 329050 |
| <input type="checkbox"/> Dental Assistants | 1994 | 660020 | <input type="checkbox"/> Medical & Clinical Laboratory Technologists | 1993 | 329020 |
| <input type="checkbox"/> Dental Hygienists | 1993 | 329080 | <input type="checkbox"/> Medical Assistants (doctor's office) | 1992 | 660050 |
| <input type="checkbox"/> Dental Laboratory Technicians, Precision | 1994 | 899210 | <input type="checkbox"/> Medical Records Technicians | 1994 | 329110 |
| <input type="checkbox"/> Dining Room & Cafeteria Attendants, Bartender Helpers | 1992 | 650140 | <input type="checkbox"/> New Accounts Clerks | 1994 | 531050 |
| <input type="checkbox"/> Dispatchers | 1993 | 580050 | <input type="checkbox"/> Nurse Aides (acute care/convalescent) | 1992 | 660080 |
| <input type="checkbox"/> Drafters | 1995 | 225140 | <input type="checkbox"/> Occupational Therapists | 1994 | 323050 |
| <input type="checkbox"/> Electrical & Electronic Engineering Technicians & Technologists | 1992 | 225050 | <input type="checkbox"/> Offset Lithographic Press Setters & Set-Up Operators | 1992 | 925120 |
| | | | <input type="checkbox"/> Order Clerks, Materials, Merchandise & Service | 1992 | 553230 |

* Occupational Employment Statistic code

| <u>Occupational Title</u> | <u>Year</u> | <u>OES *</u> | <u>Occupational Title</u> | <u>Year</u> | <u>OES *</u> |
|---|-------------|--------------|--|-------------|--------------|
| <input type="checkbox"/> Paralegal Personnel | 1994 | 283050 | <input type="checkbox"/> Salespersons, Parts | 1995 | 490140 |
| <input type="checkbox"/> Payroll & Timekeeping Clerks | 1993 | 553410 | <input type="checkbox"/> Salespersons, Retail (except vehicle sales) | 1995 | 490112 |
| <input type="checkbox"/> Personnel Clerks | 1993 | 553140 | <input type="checkbox"/> Secondary School Teachers | 1995 | 313080 |
| <input type="checkbox"/> Pharmacists | 1994 | 325170 | <input type="checkbox"/> Secretaries, General | 1992 | 551080 |
| <input type="checkbox"/> Pharmacy Assistants | 1993 | 660260 | <input type="checkbox"/> Secretaries, Medical | 1995 | 551050 |
| <input type="checkbox"/> Pharmacy Technicians | 1993 | 325180 | <input type="checkbox"/> Securities Brokers | 1993 | 430141 |
| <input type="checkbox"/> Physical Therapist Assistants | 1994 | 660171 | <input type="checkbox"/> Special Education Teachers | 1994 | 313110 |
| <input type="checkbox"/> Physical Therapists | 1994 | 323080 | <input type="checkbox"/> Stationary Engineers | 1992 | 950320 |
| <input type="checkbox"/> Physical Therapy Aides | 1994 | 660172 | <input type="checkbox"/> Stock Clerks, Sales Floor | 1995 | 490210 |
| <input type="checkbox"/> Physician Assistants | 1994 | 325110 | <input type="checkbox"/> Stock Clerks, Stockroom, Warehouse & Storage Yard | 1995 | 580230 |
| <input type="checkbox"/> Plumbers, Pipefitters & Steamfitters | 1995 | 875020 | <input type="checkbox"/> Surgical Technicians | 1991 | 329280 |
| <input type="checkbox"/> Preschool Teachers | 1995 | 313021 | <input type="checkbox"/> Switchboard Operators | 1992 | 571020 |
| <input type="checkbox"/> Printing Press Machine Operators & Tenders | 1995 | 925430 | <input type="checkbox"/> Systems Analysts, Electronic Data Processing | 1992 | 251020 |
| <input type="checkbox"/> Production, Planning & Expediting Clerks | 1991 | 580080 | <input type="checkbox"/> Taxi Drivers & Chauffeurs | 1994 | 971140 |
| <input type="checkbox"/> Radiologic Technologists, Diagnostic | 1995 | 329210 | <input type="checkbox"/> Tellers | 1993 | 531020 |
| <input type="checkbox"/> Real Estate Appraisers | 1994 | 430110 | <input type="checkbox"/> Traffic, Shipping & Receiving Clerks | 1995 | 580280 |
| <input type="checkbox"/> Real Estate Brokers | 1993 | 430050 | <input type="checkbox"/> Travel Agents | 1992 | 430210 |
| <input type="checkbox"/> Real Estate Clerks | 1993 | 539140 | <input type="checkbox"/> Truck Drivers, Light (including delivery & route drivers) | 1993 | 971050 |
| <input type="checkbox"/> Real Estate Sales Agents | 1993 | 430080 | <input type="checkbox"/> Typists (including word processing) | 1995 | 553070 |
| <input type="checkbox"/> Receptionists & Information Clerks | 1995 | 553050 | <input type="checkbox"/> Veterinary Technicians & Technologists | 1994 | 329510 |
| <input type="checkbox"/> Registered Nurses | 1992 | 325020 | <input type="checkbox"/> Waiters & Waitresses | 1992 | 650080 |
| <input type="checkbox"/> Reservation & Transportation Ticket Agents | 1995 | 538050 | <input type="checkbox"/> Welders & Cutters | 1994 | 939140 |
| | | | <input type="checkbox"/> Wholesale & Retail Buyers (excluding farm products) | 1992 | 213020 |

* Occupational Employment Statistic code

Occupational Summaries Order Form

Mail orders to: Private Industry Council of San Francisco, Inc.
745 Franklin Street, Suite 400, San Francisco, CA 94102-3228

Please send me copies of the occupational summaries indicated.

Name

Title

Organization

Mailing Address

City, State, Zip